



Supplier Portal

e-Request

for ENISA framework contractors

15/01/2016



Introduction



Introduction

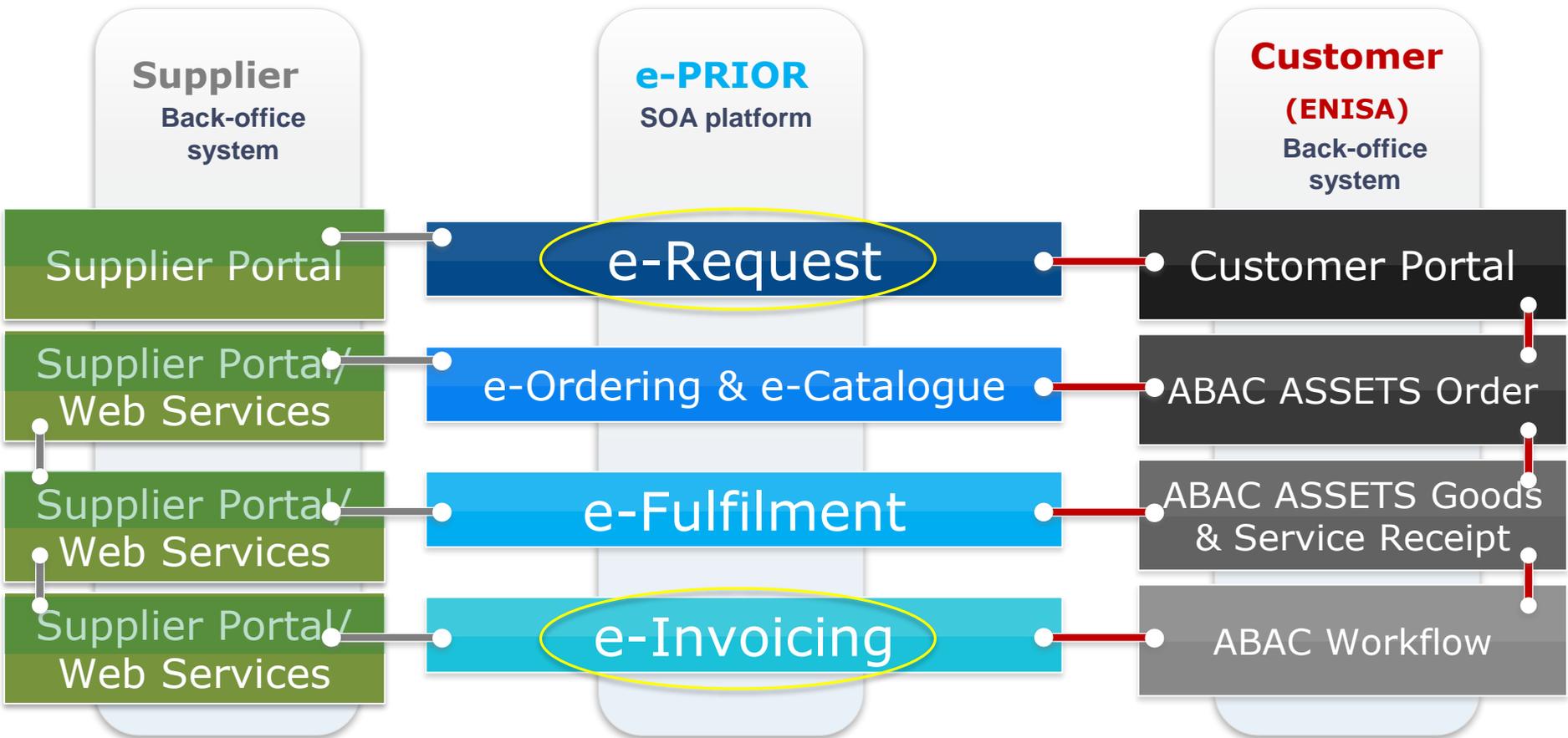
- *Objective of this Guide:*
 - **To explain the new application to be used for the electronic management of European Institutions requests for quotation;**
 - **Provide a demonstration of a request for offers.**

e-Procurement & e-Request

- *e-Request is part of the e-Procurement suite, based on European standards, established by the CEN.*
- *The main goal of e-Procurement is:*
 - **to allow electronic document exchange between systems;**
 - **to avoid re-encoding and paper document processing.**

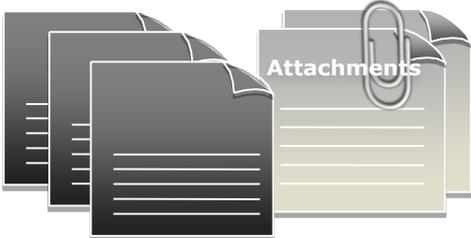
The e-Procurement chain

*From the suite of e-Modules available, ENISA currently uses **e-Request** and **e-Invoicing***



e-Procurement chain

Exchanged documents between suppliers & customers



e-Request

Request for offer
Formal Offer

e-Ordering & e-Catalogue

Catalogue
Order

e-Fulfilment

Dispatch Notice
Receipt Advice

e-Invoicing

Invoice
Credit Note
Payment reminder

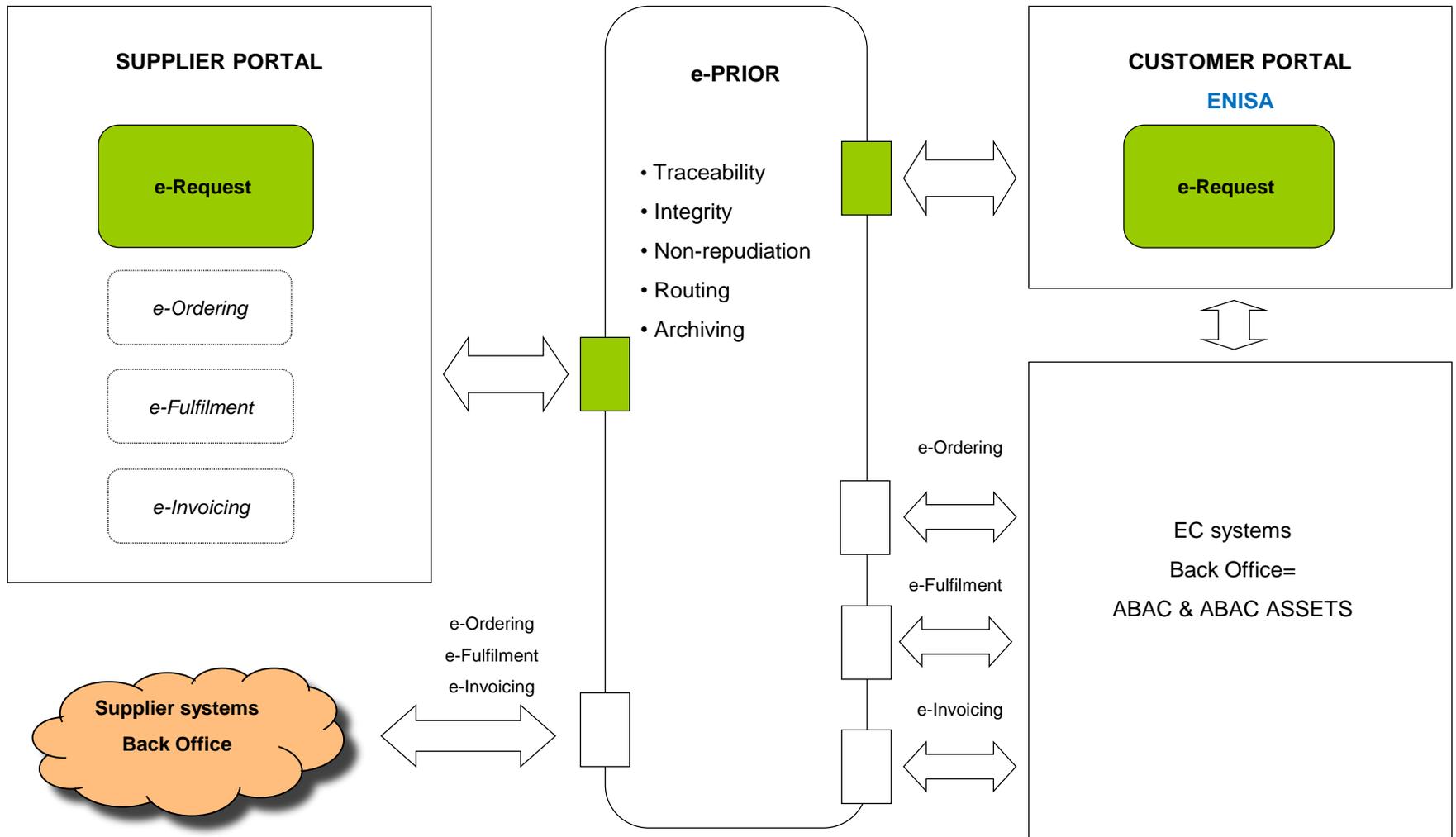
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Attached Documents



***e-Request overview:
Architecture, Business,
Roles & Workflow***

Architecture



Business

- *e-Request supports the electronic exchange of documents for:*
 - **Requests for quotation from the customer (ENISA);**
 - **Offers sent by their suppliers;**
 - **Requests for clarification;**
 - **Amendments to requests for offers;**
 - **Ad-hoc documents**

Required formats for the documents

- All documents uploaded to the e-Request platform **MUST** be in **.PDF** or **.TIF** file format. (no **.DOC** or **.XLS**)
- e-mail notifications to the customer and to the supplier are in **.msg** format.

e-Request: method of working

- *2 mechanisms:*

- **Cascade**

- **Reopening of Competition** (used by ENISA)

- *2 types of business:*

- **Services**

- **Goods**

Business

- *Available services types:*
 - **Fixed price** *(used by ENISA)*
 - **Request for offer** *(used by ENISA)*
 - **Time & means**
 - **Quoted time & means**
 - **Proximity time & means**
 - **Extensions, amendments & replacements**
- *The various services types are configured for each framework contract.*

e-Request Roles (for supplier)

- ***SDA (Supplier Data Entry Agent)***

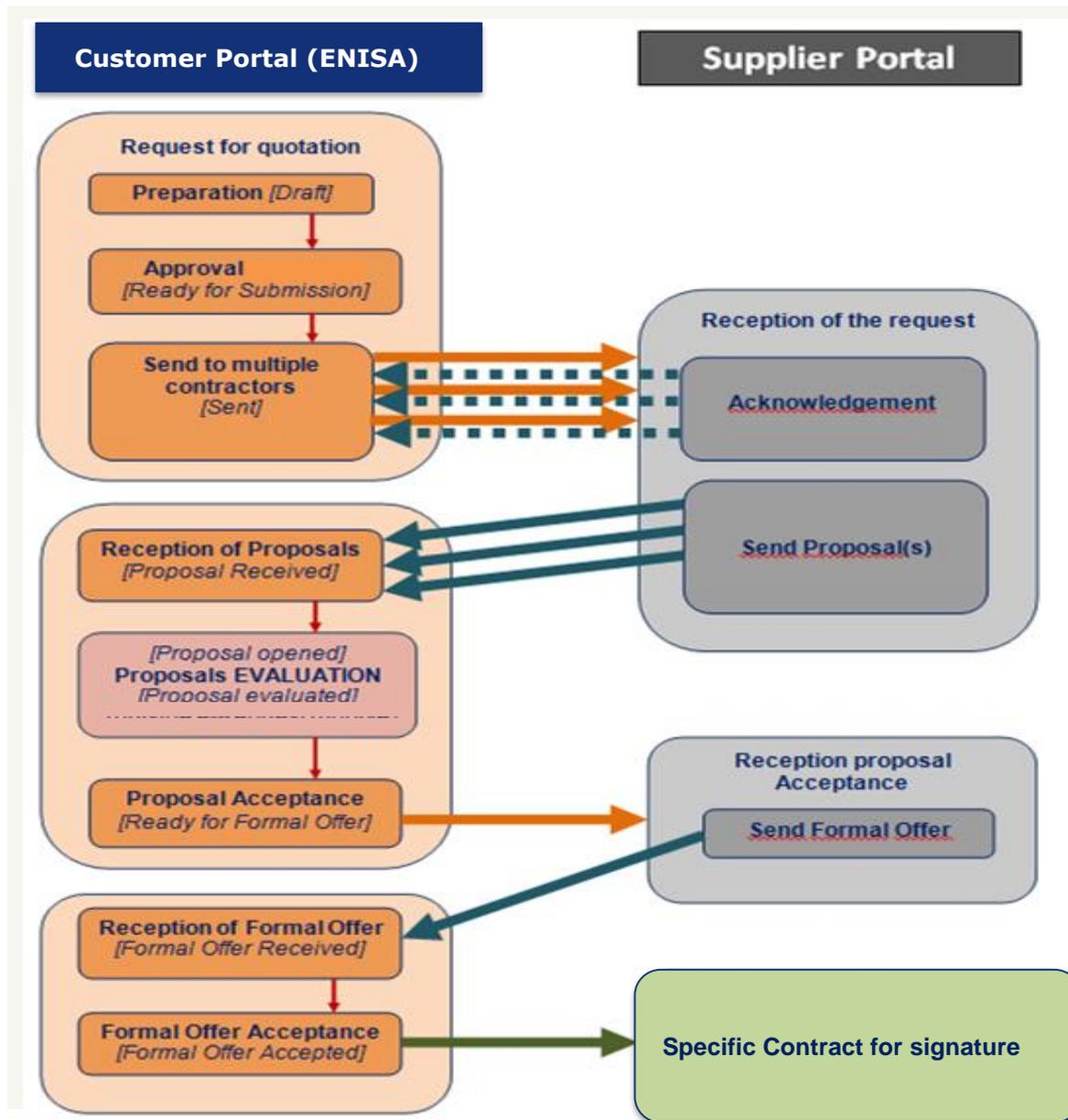
- Reads requests and linked documents (**Technical Annexes etc.**) received from the Customer (ENISA);
- Prepares proposals, offers and related documents.

- ***SAS (Supplier Authorised to Sign)***

- Same as 'SDA' plus...
- Formally sends proposals, offers and related documents to the Customer (ENISA).

Roles are granted by framework contract, and only once the framework contract has been signed by BOTH the supplier and ENISA.

Re-opening of Competition workflow



e-Request Electronic Workflow

- **Customer Portal**

- ENISA may cancel a request for offers at any time during the process (*Justification is mandatory*).

- **Supplier Portal**

- The Supplier may withdraw their offer at any time in the process (*via Ad hoc document*).

After an offer made in e-Request has been formally accepted by ENISA, the Supplier will duly receive a signed order (specific contract).



Step-by-Step Demonstration

Access to Supplier portal:

- ***How does ENISA contractor access the application ?***

- Supplier Portal URL:

- https://webgate.ec.europa.eu/supplier_portal

- Prerequisite 1: you have a valid ECAS account

- Prerequisite 2: 'Access rights' have been requested and granted (see below).

- ***How are 'Access rights' granted ?***

- Fill in 'e-Request Registration form' (provided by ENISA)

- The declared contact person(s) and their ECAS accounts are registered in the system;

- Only the declared *Single Point of Contact* (SPOC) will receive email notifications from e-Request (*make sure this email account is actively checked on a regular basis*).

Supplier Portal: Welcome Page

https://webgate.ec.europa.eu/supplier_portal

You will first be requested to enter your ECAS credentials!!

Wednesday, 19 June 2013

Welcome to the Supplier Portal!



e-Request



e-Submission



e-Ordering



e-Fulfilment



e-Invoicing

We recommend the use of Internet Explorer to open the Supplier Portal.

e-Request: Home Page

European Commission
Supplier Portal

Welcome **Tine SOLI**
[Log Out](#)

European Commission > Supplier Portal > e-Request
Help | Legal notice

Inbox (102)
In preparation (80)
Sent (2)
All

Export

Customer Organization	Request Reference	Document Type	Sent Date	Contract	Step	Next action	State
Reset Filters Filter							
DIGIT.B.4	DESIS II-001900-6000343621-REQ-01	Formal Offer		36CE03785650926			In Preparation
DIGIT.B.4	DESIS II-001795-6000343634-REQ-01	Proposal		36CE03785570744			In Preparation
RTD.R.3	H2020-000010-6000053089-REQ-01	Formal Offer		33CE02656360627			In Preparation
DGT	DGT I-000064-6000096464-REQ-01	Formal Offer		30CE04443480045			In Preparation
DGT	DGT I-000059-6000268650-REQ-01	Formal Offer		30CE04443520014			In Preparation
DIGIT.B.4	DESIS III-000045-6000494125-REQ-01	Willingness Receipt	29/09/2014 10:56	30CE06693860050			Received
DIGIT.B.4	DESIS III-000045-6000494125-REQ-01	Yes/No Willingness	29/09/2014 10:56	30CE06693860050			Sent
DIGIT.B.4	DESIS III-000045-6000494125-REQ-01	Acknowledgment	29/09/2014 10:56	30CE06693860050			Sent
DIGIT.B.4	DESIS III-000045-6000494125-REQ-01	Initial Request	29/09/2014 10:54	30CE06693860050			Received
DIGIT.B.4	DESIS III-000044-6000494078-REQ-01	Acknowledgment	29/09/2014 09:57	30CE06694260090			Sent
DIGIT.B.4	DESIS III-000044-6000494078-REQ-01	Initial Request	29/09/2014 09:56	30CE06694260090		30/09/2014 23:59	Received
DIGIT.B.4	DESIS III-000044-6000495513-REQ-01	Initial Request	29/09/2014 09:56	30CE06694210052		30/09/2014 23:59	Received
DIGIT.B.4	ITSS II-000155-6000358181-REQ-01	Formal Offer	29/09/2014 09:46	33CE04105750704			Sent
DIGIT.B.4	ITSS II-000155-6000358181-REQ-01	Proposal Acceptance	29/09/2014 09:45	33CE04105750704			Received
DIGIT.B.4	ITSS II-000155-6000358181-REQ-01	Proposal	29/09/2014 09:45	33CE04105750704			Sent

7620 item(s) found, displaying 106 to 120. | Page(s): [«Previous](#) | ... [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#)... | [Next»](#)

European Commission - 29/09/2014 - 11:13 (Brussels Time - GMT+1)
Release 1.30.0b

e-Request: Mailbox

The screenshot shows a web browser window displaying the European Commission Supplier Portal e-Request mailbox. The browser address bar shows the URL: <http://digerefa.cc.cec.eu.int:1041/ecspWeb/mailbox/m/>. The page header includes the European Commission logo and the text "Supplier Portal" and "e-Request". A navigation bar shows "Inbox (102)", "In preparation (80)", "Sent (2)", and "All" tabs, along with an "Export" button. Below this is a "Mailbox Filter area" with columns for "Customer Organization", "Request Reference", "Document Type", "Sent Date", "Contract", "Step", and "Next action". A "Filter" button is visible. The main content is a table of request items. The table has columns for Customer Organization, Request Reference, Document Type, Sent Date, Contract, Step, and Next action. The table contains 15 rows of data. At the bottom of the table, it says "350 item(s) found, displaying 1 to 15. | Page(s): <Previous | 1 2 3 4 5 6 7 8 9 10... | Next>". The footer of the page shows "European Commission - 29/09/2014 - 11:15 (Brussels Time - GMT+1)" and "Release 1.30.0b".

Mailbox tabs (access to views)

Mailbox Filter area

Mailbox window

Customer Organization	Request Reference	Document Type	Sent Date	Contract	Step	Next action
DIGIT.B.4	DESIS III-000044-6000494078-REQ-01	Initial Request	29/09/2014 09:56	30CE06694260090	Active	30/09/2014 23:59
DIGIT.B.4	DESIS III-000044-6000495513-REQ-01	Initial Request	29/09/2014 09:56	30CE06694210052	Active	30/09/2014 23:59
DIGIT.A.3	STIS III-000192-6000413905-REQ-01	Initial Request	26/09/2014 16:32	33CE04978160330	Active	06/10/2014 23:59
DIGIT.A.3	STIS III-000191-6000413905-REQ-01	Initial Request	26/09/2014 16:20	33CE04978160330	Active	02/10/2014 23:59
DIGIT.B.4	DESIS III-000041-DESIS III-000039-EXT-02-6000344956-REQ-01	Extension Request	23/09/2014 11:22	33CE03811830713	Active	30/10/2014 23:59
DIGIT.B.4	DESIS III-000039-6000345277-REQ-01	Close Document	20/09/2014 00:20	33CE03812080925	Info	
DIGIT.B.4	DESIS III-000039-6000344646-REQ-01	Close Document	20/09/2014 00:20	33CE03786780910	Info	
DIGIT.B.4	DESIS III-000039-6000344646-REQ-01	Customer Additional Info	19/09/2014 07:37	33CE03786780910	Info	
DIGIT.B.4	DESIS III-000039-6000345277-REQ-01	Customer Additional Info	19/09/2014 07:37	33CE03812080925	Info	
DIGIT.B.4	DESIS III-000039-6000345277-REQ-01	Customer Additional Info	18/09/2014 18:58	33CE03812080925	Info	
DIGIT.B.4	DESIS III-000039-6000344646-REQ-01	Customer Additional Info	18/09/2014 18:56	33CE03786780910	Info	
DIGIT.B.4	DESIS III-000039-6000344646-REQ-01	Answer	18/09/2014 18:54	33CE03786780910	Info	
DIGIT.B.4	DESIS III-000039-6000345277-REQ-01	Answer	18/09/2014 18:54	33CE03812080925	Info	
DIGIT.B.4	DESIS III-000039-6000344646-REQ-01	Answer	18/09/2014 18:46	33CE03786780910	Info	
DIGIT.B.4	DESIS III-000039-6000345277-REQ-01	Answer	18/09/2014 18:46	33CE03812080925	Info	

e-Request: Mailbox Tabs



- **Inbox**

- Contains all documents (Requests for offers, ad-hoc documents etc.) received from the customer (ENISA)

- **In preparation**

- Contains all documents (proposals, offers and ad-hoc documents) that are "in preparation" by the contractor but not yet sent to the customer (ENISA)

- **Sent**

- Contains all documents that have been sent to the customer (ENISA)

- **All**

- shows all documents together in one folder

e-Request: Workflow Steps & Icons

This icon...	Stands for...	Step Description
	a gear	The corresponding document is unprocessed: action should be taken.
	thumbs up	The corresponding document has been processed. No further action is required.
	information	The corresponding document is for information only. No further action is required after reading the message.
	an hourglass	The corresponding document has expired.
	a cross	The request has been cancelled. No further action is required.
	thumbs down	The request has been refused.

e-Request: Related Documents

- ***The Related Documents area:***

- lists all the existing documents linked to the same request
- shows the workflow advancement of the request
- shows the currently opened document in bold
- is sorted by the date - in ascending order

↓ Related Documents	
Initial Request	23/09/2014
Acknowledgment	23/09/2014
Yes/No Willingness	23/09/2014
Willingness Receipt	23/09/2014
Proposal	23/09/2014
Proposal Acceptance	23/09/2014
Formal Offer	23/09/2014

7 item(s) found, displaying 1 to 7. | Page(s): 1

e-Request: Next Document Bar

- *Shows which document you need to create next in the workflow.*
- *If several documents can be created, the drop-down list displays "List of possible docs to create", and you need to select which of the documents you want to create.*
- *In the example below, the next document to be created is the "proposal"*

In order to continue with the process of the Request, the EC expects (one of) the following document:

Proposal

Create

1. Check the Inbox
2. Acknowledgement)
3. Create/send Proposal
4. Create/send Offer

e-Request: Check the Inbox

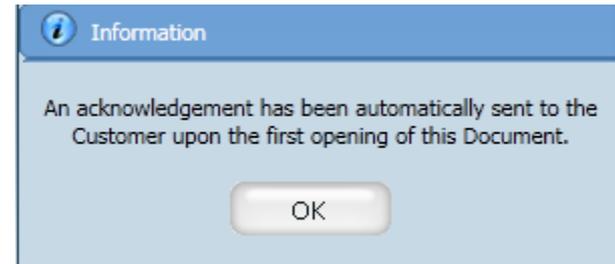
- **Inbox**: displays all of the received requests/documents
- There are multiple ways to identify the request(s) to be processed:
 - Example - filter on '**Document Type**' and in '**Step**' select '**To be processed**'
 - Click on "**Next Action**" to sort data

Inbox (102)		In preparation (80)	Sent (2)	All	Export		
Customer Organization	Request Reference	Document Type	Sent Date	Contract	Step	Next action	
Reset Filters		Filter					
					To be process		
DIGIT.B.4	DESI III-000044-6000495513-REQ-01	Initial Request	29/09/2014 09:56	30CE06694210052	⚙	30/09/2014 23:59	
DIGIT.B.4	DESI III-000044-6000494078-REQ-01	Initial Request	29/09/2014 09:56	30CE06694260090	⚙	30/09/2014 23:59	
DIGIT.A.3	STIS III-000191-6000413905-REQ-01	Initial Request	26/09/2014 16:20	33CE04978160330	⚙	02/10/2014 23:59	
DIGIT.A.3	STIS III-000192-6000413905-REQ-01	Initial Request	26/09/2014 16:32	33CE04978160330	⚙	06/10/2014 23:59	
DIGIT.B.4	DESI III-000041-DESI III-000039-EXT-02-6000344956-REQ-01	Extension Request	23/09/2014 11:22	33CE03811830713	⚙	30/10/2014 23:59	

1. Check the Inbox
2. Acknowledgement
3. Create/send Proposal
4. Create/send Offer

Acknowledgment

- *The 1st time the supplier opens a request in the Inbox, an automatic acknowledgement receipt is sent to ENISA.*



↓ Related Documents	
Initial Request	29/09/2014
Acknowledgment	29/09/2014

2 item(s) found, displaying 1 to 2. | Page(s): 1

Acknowledgment
The Request DESIS III-000048-6000495055-REQ-01 has been opened on 29/09/2014 at 16:13

1. Check the Inbox
2. Acknowledgement
3. Create/send Proposal
4. Create/send Offer

Proposal

- *Deadline for the "proposal" procedure is displayed in:*
 - **The "Next Action" column of the mailbox**

Inbox (103)		In preparation (80)		Sent (2)		All		Export	
Customer Organization	Request Reference	Document Type	Sent Date	Contract	Step	Next action			
Reset Filters <input type="text" value="Filter"/>									
DIGIT.B.4	DESI3 III-000048-6000495055-REQ-01	Willingness Receipt	29/09/2014 16:32	30CE06693720005		07/10/2014 23:59			
DIGIT.B.4	DESI3 III-000048-6000495055-REQ-01	Initial Request	29/09/2014 16:04	30CE06693720005					

- **The request details "Time line"**

Time line

Yes/No Willingness (deadline): 02/10/2014 23:59

Proposal (deadline): 07/10/2014 23:59

1. Check the Inbox
2. Acknowledgement
3. Create/send Proposal
4. Create/send Offer

Create a Proposal:

- Click Create in the "Next document" bar

Initial Request

General Requirements:	See annexe
Delivery Delay:	10.0 day(s)
Expected Start Date:	31/10/2014

Attachments

 DESIS III-000062-ATT-01 (Technical Annex)

Time line

Proposal (deadline):	07/10/2014 23:59
-----------------------------	------------------

In order to continue with the process of the Request, the EC expects (one of) the following document:

[Create](#)

Create a Proposal:

- **Type the supplier's reference for the proposal;**
- **Indicate if your proposal is final or not:**
 - The supplier can send several proposals until the proposal deadline or until he sends the 'final' one;
 - Only the 'final proposal' will be taken into account by Customer for evaluation;
 - Once the supplier selects the 'final proposal' option, nothing else can be sent for this procedure.

Proposal

Proposal Number (Internal Supplier Reference):

Is this proposal final? * Yes No

Proposed Delivery Delay: * 10.0 day(s)

Attachments *

No attachments

1. Check the Inbox
2. Acknowledgement
3. Create/send Proposal
4. Create/send Offer

Create a Proposal:

- **Add attachment(s) at document level**
 - e.g. technical proposal (offer), financial offer form and any other document requested by ENISA

Proposal

Proposal Number (Internal Supplier Reference):

Is this proposal final? * Yes No

Proposed Delivery Delay: * 10.0 day(s)

Attachments * Add

No attachments

Add attachments

Only PDF and TIFF attachments are supported

File Name: Test.pdf

Attachment Type: Offer

File Name: No file selected.

Attachment Type: Offer

File Name: No file selected.

Attachment Type: Offer

1. Check the Inbox
2. Acknowledgement
3. Create/send Proposal
4. Create/send Offer

Save, Send, Close buttons



➤ The Save button:

- ❖ Stores the current data
- ❖ Allows to you to **Close** the document and finalise the input later.

Saved documents are listed in the 'In preparation' mailbox

↓ Related Documents	
Initial Request	29/09/2014
Acknowledgment	29/09/2014
Yes/No Willingness	Not yet sent

3 item(s) found, displaying 1 to 3. | Page(s): 1

➤ The Send button:

- ❖ Is only available to users with **SAS role**.
- ❖ Saves the document and sends it to the customer (No more editing possible)
- ❖ Closes the document if sending was successful

Sent documents are listed in the 'Sent' mailbox view.

Proposal scenarios

If by the proposal deadline...

- ***A final proposal is sent:***
 - The Customer (ENISA) will select this proposal on the opening date.
- ***No final proposals have been sent:***
 - The system considers the latest non-final proposal as the 'final' one.
 - The supplier receives a "Close Document" form in their Inbox
- ***No proposals have been sent:***
 - The system sends an Expire document



**Extra features:
Ad Hoc Documents & Amendments**

Sending Ad Hoc Documents

The application allows the supplier to send the following documents at any time in the workflow:

- **Supplier Information Request**
 - To request additional information from the Customer (ENISA).
- **Supplier Additional Information**
 - To provide additional information to the Customer, usually to respond to an "Information Request form" from the Customer.
- **Request for Delay (expiry date) Extension**
 - To officially ask for an expiry date extension, **ONLY** in circumstances beyond one's control (in case of *force majeure*). Customer to assess whether to accept.
- **Withdrawal**
 - Can be sent at any stage of the workflow to let the customer (ENISA) know that the supplier does not want to prepare an offer for the current e-Request.

Sending Ad Hoc Documents

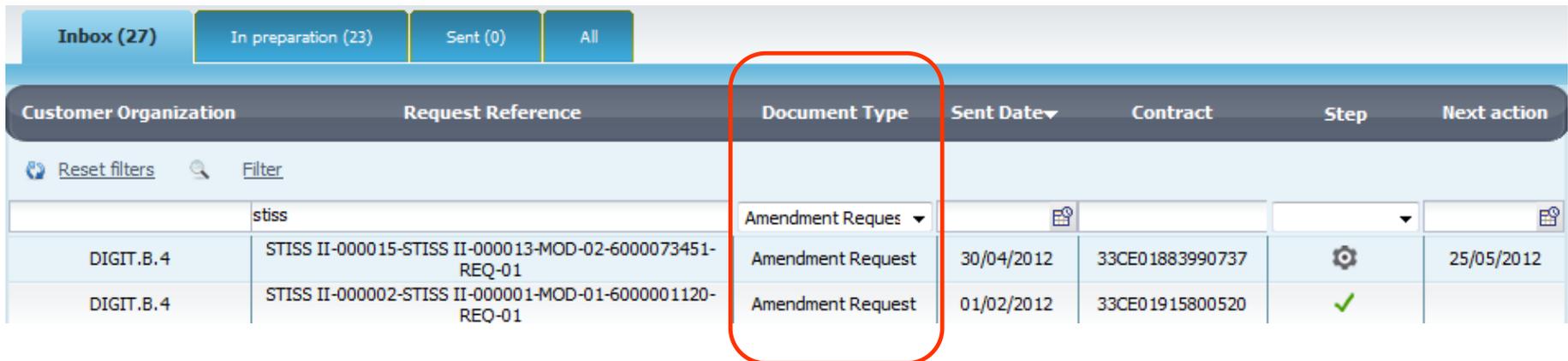
- **Click the "Create Ad hoc Doc" icon**

The screenshot displays a web interface for a 'Supplier Information Request Form'. At the top, a blue header bar contains the request ID '000873-6000193645-REQ-02-APR-01', a dropdown menu currently showing 'List of possible Ad hoc Doc', and buttons for 'Create Ad hoc Doc', 'Download as PDF', and 'Close x'. The 'Create Ad hoc Doc' button is highlighted with a red box. Below the header, the form area has a 'Comments:' label with a text input field, also highlighted with a red box. At the bottom left, there is an 'Attachments' section showing 'No attachments'. At the bottom right, there is an 'Add attachment' button, also highlighted with a red box. A dropdown menu is open on the right side, showing the following options: 'List of possible Ad hoc Doc', 'List of possible Ad hoc Doc', 'Additional information', 'Demand for extension', 'Information request', and 'Withdraw'.

- ***It is not possible to add an 'Ad hoc Doc' when the workflow step of the request is "Cancelled", "Closed" or "Refused".***

Amendments

- Search for the "Amendment requests" in the Inbox
 - (for example – ENISA modifies the 'Technical annex')



The screenshot shows an inbox interface with a table of amendment requests. The table has columns for Customer Organization, Request Reference, Document Type, Sent Date, Contract, Step, and Next action. A red box highlights the 'Document Type' column, which contains the text 'Amendment Request' for two rows. The first row has a sent date of 30/04/2012 and a contract number of 33CE01883990737. The second row has a sent date of 01/02/2012 and a contract number of 33CE01915800520. The 'Step' column shows a gear icon for the first row and a green checkmark for the second row. The 'Next action' column shows the date 25/05/2012 for the first row.

Customer Organization	Request Reference	Document Type	Sent Date	Contract	Step	Next action
	stiss	Amendment Reques				
DIGIT.B.4	STISS II-000015-STISS II-000013-MOD-02-6000073451-REQ-01	Amendment Request	30/04/2012	33CE01883990737	⚙️	25/05/2012
DIGIT.B.4	STISS II-000002-STISS II-000001-MOD-01-6000001120-REQ-01	Amendment Request	01/02/2012	33CE01915800520	✅	

- An amendment request follows the same procedure as an initial request.



Conclusion

Benefits of using e-Request

- ***Cost savings on encoding the data***
- ***Better data quality***
 - Implemented business rules (on dates, attachments ...)
 - Attachments are in original format
 - All data exchanged between the supplier and customer are saved in ONE file
- ***Faster time line***
 - Less delay of document exchange between ENISA and the suppliers
 - No wasting of time due to document scanning
 - E-mail notifications
- ***Transparency for the suppliers***
- ***Environmentally friendly (Paperless workflow)***