Guide to Electronic Tendering Services: Preparation and Submission of Tenders

Dirección General del Patrimonio del Estado
Subdirección General de Coordinación de la Contratación Electrónica

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SECTION 2.5 Envelopes cathegory.

Added a note to specify in which folders the files to be attached, should not be placed on a MacOS computer.
INTRODUCTION.

This document details the Electronic Tendering Services on the Public Sector Procurement Platform (hereinafter Platform, or PLACSP) for Business users (Tenderers and candidates).

Basically, the e-Tendering services allow the preparation and submission of tenders telematically by the tenderer, the electronic custody of the tenders by the system and the electronic opening and evaluation of the documentation by the members of the assistance entity. This requires the user of the contracting authority to configure the procedure according to the rules that apply to electronic tenders.

The preparation of the tender by the tenderer can follow the publication of the invitation to tender and the tender documents or, in the case of procedures by invitation, result from the reception of a request for a tender from the contracting authority/stakeholder.

Specifically, this guide documents how the tenderers must prepare the documentation and the envelopes that make up the tenders using the Tender Preparation and Submission Tool in both cases (publication of tender documents and sending of invitations).

With regard to the use of these services by the tenderer, it is an essential requirement to be a registered user of the Public Sector Procurement Platform and to fill in not only the basic registration data, but also the additional data (see "Economic Operator’s Guide"). The technical requirements for its use are very simple: Internet connection, browser with an updated version of Java (preferably from v1.8), installation of the Autofirma application and electronic certificate recognised by the General Administration of the State (@firma).

Note: You can find more information about electronic certificates recognised by the AGE at the following link: [http://firmaelectronica.gob.es/Home/Ciudadanos/Certificados-Electronicos.html](http://firmaelectronica.gob.es/Home/Ciudadanos/Certificados-Electronicos.html)

Note: The AutoSignature application can be downloaded from the following site: [https://firmaelectronica.gob.es/Home/Descargas.html](https://firmaelectronica.gob.es/Home/Descargas.html)

In order to use this guide it is necessary to review what is specified in the "Economic Operator’s Guide", as this generally describes the functionalities available to the economic operator user.

1. Tender preparation and submission tool.

1.1 Definition.

The Tender Preparation and Submission Tool (hereinafter, the Tool) is an application that the Public Sector Procurement Platform makes available to tenderers for sending tender documentation, grouped in electronic envelopes defined by the contracting entity, ensuring the integrity, authenticity, non-repudiation and confidentiality of the proposals.
For the tenderers's confidence, the documentation and details of the tender during its preparation remain on the client computer until it is submitted. At that time, and not before, all documentation travels encrypted to the Platform’s servers, where it will remain guarded (inaccessible) until it is opened.

1.2 **Requirements for the use of the Electronic Tendering tool.**

1.2.1 **Functionals requirements.**

- Be a registered "Economic Operator" user on the Public Sector Procurement Platform. The registration must include the basic data and additional data (Illustration: registration of the economic operator user). For more details on how to register on the Platform, please refer to the "Economic Operator Guide".

![Illustration: registration of the “Economic operator” user.](image)

**NOTE:** If the user only registers the basic data, he/she will be able to enjoy the basic services provided by the Platform to companies (subscriptions, tender search, notices) but not those related to Electronic Tendering (electronic preparation of tenders and electronic submission of tenders). Given its importance, if the user does not have an e-mail address for communication purposes, a warning will be displayed on the screen and an e-mail message will be sent periodically as a reminder.

**NOTE:** The email address provided by the Economic Operator for communication purposes will be the one that the public body will use to send communications and invitations to electronic tenders. If this provided email is not the right one, you can correct it or create a new economic operator user that incorporates the right one.

**NOTA:** it is advisable that the e-mail address for the basic data be a personal or work-related e-mail address but one that identifies the user, e.g., person1@empresa1.es. However, it is advisable that the email for communication purposes corresponds to a generic email, from the commercial department or similar, whose inbox is accessed by several users, for example, comerciales@empresa1.es.
NOTE: In the case of tendering for a design contest, the e-mail address must be filled in for the purpose of communications for design contests and in this case the e-mail address must not identify your company as the contestants are anonymous.

- That the contracting authority configures an invitation to tender electronically and makes this configuration available by publishing the contract notice (procedures WITHOUT invitation) or by sending the invitation/request for tender to the candidate/tenderer (procedures WITH invitation).

1.2.2 Technical requirements.

It is essential that you check compliance with the following technical requirements. We remind you that when you prepare your tender you are working exclusively locally, without any connection to the Platform.

1.2.2.1 Installed Java Virtual Machine version 1.8.

From the Java control panel (Illustration: Accessing the Java control panel), check the version in the "General" tab (Illustration: Java control panel) and click the About button (Illustration: About Java. Version).
• High security level in Java console. To check this, from the Java panel (Illustration: Java control panel), click on the "Security" tab (Illustration: Java security: level and list of exceptions).
- Add https://contrataciondelestado.es as an exception (Illustration: Java Security: exception level and exception listing).
- Your internet connection must allow you to download the tool and subsequently to send the tender. Please note that your company’s communication system may have a firewall that blocks the download of the tool. To send the tender later, the outgoing port 443 must not be blocked at the router level. It is also possible that the connection does not have enough bandwidth to send several MB.
- Assign the Java program to the extension ".jnlp". As an example, here are the steps to follow for Windows 7 and Windows 10.

**Windows 7 Configuration.**

1º From the home button, access the control panel.
2º Once the control panel is open, go to programs.

3º In programs click on "Make a file type open with a specific program".

4º Select the "jnlp" extension and press the "Change program" button in the top right corner of the screen.
Illustration: Selection of the “.jnlp” extension file from the list of extensions

5º On the new pop-up screen, select Java and click on the "accept" button. If the Java icon does not appear in the part of the screen reserved for recommended programs, look for it in "other programs".

Illustration: Assignment of the Java program to the “.jnlp” extension file

NOTE: If you have problems uploading and signing files in the Tool, you should install the 64-bit Java Virtual Machine instead of 32-bit. We show, as an example, how to check your Java machine on Windows 7 Professional operating system (Control Panel > Programs). If you require technical advice on how to perform this upgrade, please write to: licitacionE@hacienda.gob.es

Illustration: Control panel > Programs
Windows 10 Configuration

If you are working with Windows10 operating system, you can follow the steps below:

1º We need to download the “.jnlp” tender file for the first time:

Illustration: Link “Prepare tender/request for participation”

2º Save the file:

Illustration: Keep the file

3º Open the folder where the “.jnlp” file has been saved:
Illustration: Open the folder

The “.jnlp” file will be selected:

Illustration: “.jnlp” file selected

4º Once you have located the “.jnlp” file, right-click on it and click on properties.

Illustration: Right-click and properties

5º Once inside the properties, click on the Change button:
6º On the screen that appears, click on "More applications".

7º Scroll down the bar to the bottom and click on "search for another application on your computer".
Now we have two options:

Depending if your Java is 64 or 32 bits. To find out which version of Java is installed, we will do the following: Go to the java control panel and in the "Java" tab, click on "View". If in the "Architecture" column it says "x86" it means that Java 32 bits is installed, while if it says "x86_64" it means that Java 64 bits is installed.

Option 1) If you have 64-bits Java installed, the path to search for is:
And select the file C:\Java.exe and click on the Open button.

And on the next screen click on the Apply and OK buttons.

![Illustration: Apply and accept changes]

Option 2) If you have a 32-bits Java installed, the path to search for is:
And select the file C:\Program Files (x86)\Java\jrexxx\bin\javaws.exe where jrexxx is the java version.

If you want, you can download the 64-bit and 32-bit version:


**WARNING:** It is recommended to have the 64-bit version installed. If not, your computer may experience slow uploading of documentation, especially if the tender is large or if the subject of the contract is divided into lots.
NOTE: This guide describes the instructions for a Windows environment. The Tool can also be used on different platforms such as Linux or MacOS. If you need an Ubuntu configuration guide, please apply for it at licitacionE@hacienda.gob.es.

1.2.2.2 Maximum documents/tender size.

The Tool establishes a series of limitations in terms of the documentation attached to it, both individually and globally considered.

The Tool uses the Autofirma solution to sign documents. This application provides you with the ability to sign documents larger than 8Mb. However, it is recommended that the documents are smaller than this size due to the fact that @firma signature validation services do not allow validation of documents larger than 8Mb.

If you wish to reduce the size of individual documents, bear in mind the following recommendations:
- Generally, images are usually inserted without being compressed, in high resolution. Please reduce the resolution of the images so that documents with the same information and smaller size can be generated.
- If the specifications do not require it, do not upload documents signed by external means to the PLACSP.
- Under no circumstances print an electronic document and then digitize it for the sole purpose of inserting a handwritten or electronic signature. If you are required to have the document signed by means external to PLACSP, use AutoSignature or some other electronic device for electronic signature.
- Remember that even if you see only one entry space for uploading documents, you can attach more than one document. You can split the tender in such a way that it does not exceed 5 MB per piece, signing each of them.
There is a limitation in the capacity of Java technology to manage the documentation attached to the Tool, which means that the total sum of the tender documents cannot exceed a certain size. The following values are indicative, but it may happen that, in certain cases, it cannot manage even a total size a bit lower than the one below.

- If you are using a 32-bit version of Java: Make sure that the total number of files that make up your tender does not exceed 27 MB.

- If you are using a 64-bit version of Java: Please ensure that the total number of files that make up your tender does not exceed 38 MB.

If the size of your tender is not close to these limits and you are still experiencing problems that prevent you from signing documents, displaying menu options, etc., please contact our support service immediately licitacionE@hacienda.gob.es.

In any case, remember that it’s STRONGLY RECOMMENDED to upgrade the java virtual machine version from 32 to 64 bits.

**NOTE:** To check the memory capacity of your Java Virtual Machine and to have more information about the size of the tender, a functionality has been added to the Tool, which allows you to know technical details of your local machine, such as the Java Virtual Machine memory available, and the size occupied by each envelope. See section 1.4

### 1.2.2.3 Installation of “Autofirma”

Make sure you have installed the latest version of Autofirma (currently 1.7.2).

The Autofirma application can be downloaded from the Administration's Internet portal: https://firmaelectronica.gob.es/Home/Descargas.html.

There is a 32-bit version and a 64-bit version, you must select the one that corresponds to your system.
Illustration. System configuration

The installation steps are as follows:

- When it asks if we allow to modify... Click "Yes".
- Open the Autofirma installation start screen. Click on "Next".

Illustration. Start “Autofirma” installation
- Accept the licence agreement.

Illustration. Accept the license agreement

- Selection of installation site

Illustration. Installation site

- Advanced options. They are not modified
• “Autofirma” installation

Illustration. Autofirma installation

• Installation completed

Illustration. Installation completed
- Finish installation

**Illustration. Finish**

For further information about the installation of Autofirma you can consult:


### 1.2.2.3.1 “Autofirma” configuration.

If you use AutoSignature on a PC connected to a local network (LAN) that uses a proxy server to go out to the Internet, you have to configure your AutoSignature application in this way.

Open Autofirma from the desktop. Select the "Tools" and "Preferences" option.
Illustration. "Autofirma" tools

In the "General" tab, click on configure proxy. Select the option "Use system proxy settings" and click "OK".
Illustration. Proxy configuration

Click on Accept and Autofirma closes.

For further information about the installation and configuration of Autofirma you can consult:


1.2.2.4 Electronic certificates.

It is recommended that before signing the documents and envelopes you verify that you have a valid certificate. Go to the following address: https://valide.redsara.es. And go to Validate Certificate.

You must select your certificate and enter the security code.
1.2.2.4.1 Accepted Certification Entities.

The Tool allows you to sign documents and envelopes with those electronic certificates issued by certification service providers recognised by the @firma platform. For more information, please consult the following link:

https://sede.administracion.gob.es/PAG_Sede/LaSedePAG/SistemasFirmaAceptados.html. If you have validation problems with your electronic certificate and it has been issued by a certification service provider, register an incidence at https://ssweb.seap.minhap.es/ayuda/consulta/CAID

1.2.2.4.2 Foreign companies.

If you are a foreign company, the first thing we recommend is to go to https://valide.redsara.es and verify your electronic certificate. If the result is negative and you are sure that it has been issued by an authorised provider in your country, contact https://ssweb.seap.minhap.es/ayuda/consulta/CAID and create an incidence.

In any case, as the most important thing is to submit your tender, select the value "Other" in the field corresponding to your identification document. This will allow you to submit your tender without electronically signing the documents and envelopes using the Tool. Likewise, if you are in a joint venture with a foreign company, please do the same for the foreign participant. However, we recommend that you sign the documents by other means and inform the contracting authority of this circumstance.

WARNING: Spanish companies do not have to choose the value Other, unless they are a UTE, but they will have to enter the NIF of each of its components.
1.3 Access to the Electronic Tendering Tool.

Access to the Tender Preparation and Submission Tool differs according to the type of procedure.

1.3.1 Procedures WITHOUT invitation

If the procedure starts with the publication of the call for tender and the tender documents (not with an invitation to tender), as in the case of open, restricted and negotiated with advertising procedures and competitive dialogues, the process of accessing the tool consists of the following steps:

1. The tenderer searches for tenders published on the Platform (Illustration: search for tenders on the Platform). For more information on how to navigate within the platform, please refer to the "Guide for Economic Operators".

Illustration: Search for tenders on the Platform

2. Select a specific procedure from the search result (Illustration: Accessing a specific tender from the tender search). Those preceded by the @ symbol represent electronic procedures.

Illustration: Accessing a specific tender from the tender search

3. Once in the details of the procedure, add it to "My Tenders" by clicking on the link Add this Tender to My Tenders (Illustration: Add tender to My Tenders I and Illustration: Add tender to My Tenders II).

NOTE: My Tenders constitutes the set of procurement procedures that are of interest to a tenderer. The business user receives e-mail alerts when there is an update in the
tenders of interest to him. You can consult the “Economic Operator's Guide” for more information.

**NOTE:** in most cases the notices are e-mail messages. Since this means is not reliable, we recommend that, at least in the procedures in which you are preparing a tender electronically or intend to do so, you consult the PLACSP from time to time in case there are any changes that may affect the submission of your tender. You should also check with your IT department if you do not receive notices. It is very likely that there is some security element in your communications network that is blocking the entry of e-mails from PLACSP.

**NOTE:** The option to add a tender to My Tenders is only available to registered users. You will not find this option if you consult the Platform as an anonymous user.

Illustration: Add tender to “My tenders” - I

Illustration: Add tender to “My tenders” - II

4. Once added, navigate to My Tenders, select the tender (Illustration: Access to the tender detail from My Tenders), and once inside the tender detail, click on the link "Prepare Tender/ request for participation" (Illustration: Access to the tool from the link Prepare tender/request for participation in My Tenders).
5. Depending on the browser and configuration, two cases may occur:

- The tool does not start automatically and you will have to follow the steps below:
  
  o Choose the download location.

Illustration: Save the file tool
Then open it.

Illustration: Open the file tool

- A security warning appears where you have to accept the risks and run.

Illustration: Security warning

- After this, the tool starts on the local computer (Illustration: Tool cover).

- Automatically, the Tool is started on the local computer (Illustration: Tool cover page) for the preparation of your tender. The first thing that is displayed is a cover page where you will find basic data of the procedure, including some alternatives that will be explained later and that may or may not be enabled depending on the status of your tender.
NOTE: We remind you that, during the tender preparation phase, i.e. from the time you load the Tool until you press the submit button to submit your tender, YOU ARE WORKING ON YOUR COMPUTER WITHOUT CONNECTION TO.

1.3.2 Procedures WITH invitation.

If the procedure starts with an invitation to tender for the candidate (no call for tender or tender documents are published), as is the case in procedures based on Framework Agreements, negotiated without advertising, and minor contracts, access to the Tool consists of the following steps:

1. The tenderer receives an e-mail at the address for notification purposes indicating that he has received an invitation to submit a tender (Illustration: E-mail with access to the content of the notification).

2. To access the content of the notification and to view the tender documents, you can choose to:

   a) View the content of the notification directly by clicking on the link provided in the e-mail itself (Illustration: E-mail with access to the content of the notification).
Distingúe a sector/a:
Tener una comunicación de licitación final para participar en la Licitación con número de expediente mayor que LE 2016 del órgano Subdirección General de Coordinación de la Contratación Electrónica.

Puede acceder directamente al contenido de la comunicación a través del siguiente enlace:

https://p41-contractaciondelectronica.es/ws/SD/LicitComunicaciones/servlet/MyNotificationsServlet?idDocument=PDIVhN8Z0Z0Yn7YXCG2==

Si en la comunicación se le solicitara que presente alguna documentación, puede acceder a ella en My Communications, haciendo clic en la invitación (Illustración: Accessing the tool from "My Notifications") y seleccionando el enlace "Invitación".

Si desea acceder a la documentación electrónica, deberá hacerlo a través de una CERTIFICADO ELECTRÓNICO RECONOCIDO por la Administración General del Estado. En este caso, hará falta un enlace "Invitación", que deberá pulsar para descargar la invitación que le permitirá descargar y ver la documentación solicitada.

Si usted no es un usuario de la Plataforma de Contratación del Sector Público puede registrarse accediendo a la dirección web https://contractaciodelectronica.es, en la sección de "Mi empresa". Al registrarse, asegúrese de que el campo "E-mail" a efectos de comunicación no es el de su correo electrónico donde ha recibido este mensaje.

Puede obtener más información en la Plataforma de Contratación del Sector Público, en el apartado "Guías de Ayuda" de la sección "Información".

Nuestras disposiciones legales pueden consultarse en el apartado "Mi Contrato" de la sección "Contractos". Si desea ponerse en contacto con el Órgano/a de Contratación, puede hacerlo a través de la dirección de correo electrónico: informatico@minhap.es.

Illustration: Mail with access to the content of the notification

b) If you do not access the content of the notification directly from the mail itself, you can do so from My Communications, by locating the invitation (Illustration: Accessing the tool from "My Notifications") and clicking on the Access link.

Illustration: Access to the tool from “My Notifications”

In this case, in order to access the content of the notification, possession of a recognised electronic certificate is required.

Once you access the View PDF document (Illustration: Downloading the content of the notification and the time stamp), the system displays the notification, where you can find out the details of the procedure and download the specifications and any other complementary documentation from the links provided.
3. After having accessed the notification, by either of the two means described above, the link *Respond* in My Notifications is activated, which enables the download of the Tender Preparation and Submission Tool, in the same way as for Uninvited procedures, see point 5 of section 1.3.1.

**NOTE:** The economic operator may find, instead of the link *Reply*, the value *No Reply*. This means that either it is a non-electronic procedure (and therefore the Tool is not allowed to be enabled), or it is a communication that does not require a response from the tenderer.

**1.3.3 Restricted design contests procedure.**

In the first phase it behaves as a procedure WITHOUT invitation, see section 1.3.1 Procedures WITHOUT invitation. In this first phase only the administrative envelope/application will be included to participate.

The tenderer will fill in his real company details such as VAT number, company name, etc. as this phase is not anonymous.

In the second phase in response to an invitation, the initial procedure is the same as in a procedure WITH invitation, see section 1.3.2 Procedures WITH invitation.

From this point onwards the tender becomes anonymous, so in option 2 the Tenderer shall submit a LEMA to identify the proposal. It must not coincide with his real name or, if applicable, that of any member of the team or company name of the participating legal entity. The LEMA shall identify the works.
Illustration: The tenderer identifies himself by means of a LEMA

Notifications shall be sent to the e-mail address for the project competition.

Illustration: E-mail for notification purposes

The documents are not signed in order to maintain anonymity.

The proof of submission also changes as it does not show the tenderer's information but the slogan that has been previously entered.
Illustration: Proof of an initial tender for a restricted design contest

In the next phase, the invitation to present the final project, the process is practically the same as in the previous phase, but in this case there is an administrative - identification envelope in which an identification document is attached. This envelope is signed, because when it is opened, the identity of the tenderer will be known.

Illustration: Company identification document

1.3.4 Open design contests procedure

The LEMA must be included in the tenderer's information from the outset and must not coincide with the tenderer's real name or, where applicable, with that of any member of the team or company name of the participating legal entity. The LEMA shall identify the works.
Illustration: The tenderer identifies himself with his real identity and a lema.

Notifications should be sent to the following e-mail address for the project competition.

Illustration: E-mail for notification purposes

The documents are not signed in order to maintain anonymity. This procedure is anonymous from the beginning, until the opening of the administrative envelopes at the end of the evaluation process.
Illustration: Empty signature panel

Envelopes are not signed either.

<table>
<thead>
<tr>
<th>Sobre</th>
<th>Descripción</th>
<th>Tamaño*</th>
<th>Estado</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>sobre A</td>
<td>197.41 KB</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>sobre B</td>
<td>200.03 KB</td>
<td></td>
</tr>
</tbody>
</table>

Illustration: Unsigned envelopes

On the submission receipt, the company details and the unsigned envelopes are displayed on the screen.
Illustration: Proof of submission of an open design contest

The tenderer’s slogan appears on the pdf file downloaded by the tenderer, as the identity of the tenderer is anonymous from this moment onwards and until the last envelope (administrative envelope) is opened.
1.3.5 Problems when trying to download the Tool

When the Tool starts up, you may get certain warnings or messages that may confuse the user.

A set of these are shown below:

Illustration: Java is not installed or is not the correct version

**SOLUTION:** Install the correct version of Java or activate it, if it is already installed. At the moment, 1.8. If you have any questions or if you are unable to manage/install programs on your computer, please contact your company's IT department.
**SOLUTION**: click on the Continue button.

If you have problems when downloading the tool, clicking on the link to access it, it is possible that it is due to the fact that the "jnlp" file is not associated with the java console. To solve this problem, it will be necessary to modify the association from the control panel of your computer, as indicated in point 2.2.2.

Also, there are certain automatic Java updates that, transparently to the user, make modifications to the configuration of your local computer that may prevent the Tender Preparation Tool from running.

If when you click on the link **Prepare Tender/Request for participation** in **My Tenders** or the link **Reply** in **My Notifications** you get the following messages:

**Illustration: Safety warning**

**Illustration: Further information**
Illustration: Application error

We recommend that you navigate to the java Console and modify the following configuration options.

Illustration: Java control panel

Also check that the TLS options are checked.
1.4 Tool description

The Tool is generated for each tender and phase of the procedure, therefore, the required documentation varies depending on the dossier, but also on the phase (it will not ask to provide the same information in a correction as in the invitation to tender).

However, the organisation of the information and the actions that can be taken are placed in the same position and fulfill the same functionality. Therefore, once you are familiar with the Tool, it will help you to submit any documentation in the framework of an electronic procedure on the Public Sector Procurement Platform.

The Tool consists of a cover page (Illustration: Cover page of the Tool corresponding to an Invitation to Tender) which presents:

- Basic information on the tender:
  - Dossier.
  - Contracting Entity.
  - Type of contract.
  - Procedure.
  - Date (deadline) for submission.
  - Type (invitation to prepare a tender, correction, request for documentation, etc.).
  - Subject of the contract.
Illustration: Basic information

- **Work alternatives:**
  - o Create new tender/request for participation/request to participate/subsidy - import tender.
  - o Continue preparation of a quotation/request for participation//rectification

The first time the Tool is downloaded into the computer, it is only possible to create a new tender/request for participation/rectification or to import the tender/documentation that has been created on another computer.

The "Continue" option is enabled if the Tool has been downloaded at least once on the same computer. Select this option when you want to continue the preparation of the tender, preserving what has been done so far. If you wish to delete what has already been done, you must select "Create".

**NOTE:** the Tool is downloaded locally, so it will only take into account what you have done on that computer. For example, if you have worked on computer 1 and subsequently download the Tool on computer 2, in order to continue preparing the tender you will have to export the tender from computer 1, save it on a device (USB, DVD) and import it on computer 2. If you do not wish to preserve what you have done so far, simply select "Create" and do not proceed with the import into computer 2.

Select the required option and click "**ACCEPT**". The application will automatically redirect to the Illustration: Internal aspect of the tool.
Illustration: Tool appearance

The content of the tender preparation and submission tool consists of the following areas:

- Vertically to the left are the Categories. Each of them refers to a block of information that is retrieved, but also needs to be recorded, depending on the case:

  1. Tender data: basic data of the dossier.
  2. Tenderer data: shows company information. The representative/s must be recorded.
  3. Authorisations: to provide or refuse authorisation to the competent entity to consult the data held by third parties.
  4. Batches: only if there is a division of the subject matter of the contract.
  5. Envelopes: it shows the contents of the envelopes and what needs to be provided. It is ordered alphabetically by the envelope identifier specified by the contracting authority. From this category the signature of documents is enabled.

- Actions and basic information are displayed horizontally (as in the Cover Page). The Actions (referring to the execution of functions) are displayed horizontally at the top:

  - **Hide menu**: so that the categories are no longer visible.
  - **Import proposal**: to retrieve locally a preparation that has been made on another computer. It is used, above all, for the submission of tenders in
joint ventures (UTE) or to continue the preparation of the tender on another computer.

- **Export proposal**: a copy of the preparation is saved locally and can then be imported into another computer. Essential for the preparation of UTE tenders. This button is not used to generate an economic proposal.

- **Validate**: this action allows you to check if any step is missing in the presentation necessary for the submission of the tender (for example, a requirement that has not been accredited or a document that has not been signed).

- **Prepare Submission**: enables the possibility of submitting the documentation. In turn, it is made up of several actions that will be discussed below.

- **Legend**: shows what the different colours in each option mean.

![Legend Image]

**Ilustración: Legend**

The bottom bar shows important information for the submission of the tender. Starting from the left, we see the working directory or address of the tenderers's local computer where the electronic file corresponding to the tender he is preparing is being saved, then the total size of the tender and finally there are two buttons.

The first button is entitled "Show system information" and shows the information related to the equipment being used: operating system, Java version, available memory of the virtual machine, among others (Illustration: Show system information).
The second button is called "Show tender sizes" and when clicked it shows the total size of the tender being prepared and broken down by envelopes (Illustration: Show tender size).

The information displayed on both screens can be exported via the "Export information" button to make it easier to communicate it, if necessary, to the PLACSP technical team.

The user does not necessarily have to carry out the preparation of the tender in an uninterrupted manner. In fact, it is presumed that he will complete the tender, in most cases, in a discontinuous manner. If the tender has already been started, the cover page of the tool...
suggests to the tenderer the continuation of the tender as one of the possible work alternatives.

NOTE: In case the tender preparation is continued on another computer, you must export the tender from the first computer to a storage device and import it on the second computer. To preserve the imported, always select the option Create new tender/request for participation - Import tender on the computer where the preparation is to be carried out.

When the contracting authority rectifies the invitation to tender and the tender documents, two circumstances may arise:

- If the tenderer has not yet started the preparation of the tender, there is no impact.
- If the tenderer has started preparing the tender, but has not yet submitted it, has closed the tool and before he reopens the tool, the contracting authority has made a modification, when he reopens the tool, the information previously entered will have been lost. Therefore, we strongly recommend that tenderers save all the documentation necessary to submit the tender on the same computer used to prepare the tender, so that in the event of the case explained above, they can log in and submit the tender in a satisfactory manner.

WARNING: the Tender Preparation and Submission Tool will not be available once the final date (and time) for submission of tenders has been reached. After this date, you will be able to view your submissions or prepare documentation for another phase (e.g., corrections or requests for documentation). The user is advised not to delay the download of the Tool until the last hours of the process. Technical problems may occur that are not necessarily related to the functioning of the Tool or to the preparation of the tender, for example, the impossibility of downloading the Tool due to the restrictive configuration of the firewalls of the company user facilities.

WARNING CANARY ISLANDS TENDERS: the time shown in the final date of submission of tenders field of the Tool always refers to peninsular time. If you detect differences between what appears in the tender specifications and the Tool, you should contact the contracting entity.

2. Preparation of tenders

2.1 General description

As already noted, the Tool is generated for each tender and phase. In other words, the content of the Tool will differ for each procedure or even phase of the procedure. However, the way to prepare the documentation/tenders is similar in all cases. Therefore, the following applies to the preparation of any kind of response, within the framework of a procurement procedure, addressed to the competent entity by the tenderer (tenders, submissions or requests for documentation).

In general, the preparation of documents using the Tool involves the tenderers's accreditation of everything requested by the body, whether it be the entry of a text or value, the authorisation to consult his data in third-party systems or the attachment and signing of documents.

In particular, the preparation of the tender consists of the process of accrediting all the required prerequisites for participation, as well as reporting the financial and, if applicable, technical tender in the Tool.

One of the advantages of the Tool with regard to the preparation of the tender is that it is possible to separate the user who prepares the tender (commercial) from the user who signs
it (representative) and even from the user who sends it (messenger). All of this thanks to functionalities that will be explained later on.

In this guide, the procedure will be illustrated mainly for the preparation of tenders that include three envelopes (administrative documentation, envelope of criteria subject to value judgements, envelope of criteria evaluated by formula). However, the casuistry in terms of envelopes and forms of accreditation is manifold.

**NOTE:** tenderers will find an indication in the Tool for What/How has to be accredited (format, signature, in which envelope, etc.). Anything that does not appear in the Tool must not be provided. For example, if the contracting authority has not defined a technical envelope, the tenderer must not attach a technical tender.

This process also involves the signature of those documentary evidences where this is a prerequisite.

In general, information (or actions) must be recorded in three categories (Illustration: Categories of the tool) or four in the case of lots:

- **02-Tenderer:** enter the name, surname and NIF of the representative/s, as well as the nature of the power of attorney. You can also modify your company’s information if there is a typo or indicate that the tender will be submitted as a joint venture.
- **03-Authorisations:** authorisation is granted or denied for consultation of your data held in third-party systems.
- **04-Tender to lots:** select the lot or lots that will contain the tender. The Tool will take into account whether tenders are required for all lots or only for one or more lots.
- **05-Envelopes:** the tenderer must attach the documents and specify the values in those criteria/requirements where text is required. He must also sign the documents.
2.2 Tenderer category

This category is accessed by clicking on category **02-Tenderer** in the side menu. The screen that opens by default is the one shown in the illustration: Tenderer category.

At the top, information related to the company is displayed, in particular:

- Company Type
- Company Name
- ID No.
- PYME
For the first field, the Tool takes by default the value Company. As we will see below, it must be changed to UTE when the tender is submitted in this way.

For the next two fields, the values are inherited from the user who has downloaded the Tool to prepare the tender or from the information that the competent entity has entered to send the invitation to tender.

It is also necessary to select whether the company is an PYME or not.

This information can be modified. For example, the competent entity enters the company name incorrectly in the invitation to tender. The tenderer can modify the data in the Tool by entering the correct company name.

On this screen (Illustration: Tenderer category - Registration of the information of the representative), clicking on the "New" button takes you to the form for registering representatives. Once the screen is accessed, the information requested on the representative is filled in and added to the table.

Illustration: Tenderer category - Registration of "Apoderado" information

If necessary, repeat the action described in this section as many times as representatives need to be registered.

Once finished and before selecting another category from the side menu, click on "save".

**NOTE:** If the tenderers is not a legal entity, but is self-employed, for example, register his name in the representative/s information. You can choose any of the representative type values, considering that this value is for information purposes only.

In the case of being a temporary joint venture (UTE), the option "UTE" must be selected in the company type field, as shown in the Illustration: Tenderer category - UTE selection.
Once this option has been selected, in addition to detailing the representatives who are going to sign the tender, an additional section is displayed in which the member companies of the joint venture must be included. To do so, as shown in Illustration: Tenderer category - UTE members, click on the new button in the lower area of the screen.

The tool shows the form shown in Illustration: Tenderer category - UTE company registration form, where the data related to the company that forms part of the UTE and its representative are entered.

Each company that is a member of the UTE must include the e-mail address of its registered user in PLACSP so that it can receive the communications sent to them by the contracting authority (OC).
Illustration: Tenderer category – UTE company registration form

**NOTE:** Do NOT enter values with decimals for the "% Participation" field. Always fill in whole numbers.

Once the required information has been entered, the data is displayed as in the screen shown in Illustration: Tenderer category - final view.

When you have finished filling in the data, you must press the Save button before moving on to another section.

Illustration: Tenderer category – Final view
2.3 Authorisations Category

The Authorisations category is accessed via the category side menu. The system displays a screen like the one shown in the Illustration: Authorisations category. On this screen, you must select the type of authorisations that are allowed both in relation to the use of electronic communications and access to third-party systems of the administration.

**NOTE:** the authorisation or refusal to consult data held by third parties is carried out within the framework of a specific procurement procedure and throughout the duration of this procedure.

![Illustration: Authorisations Category]

**Ilustration: Authorisations Category**

Before selecting another category or action, the modifications must be saved by clicking on the "save" button.

**NOTE:** In the case of tenderer for a design contest, the e-mail address must be filled in for the purpose of design contest communications and in this case the e-mail address must not identify your company as contestants are anonymous. You will have to refer to your LEMA.

2.4 Lots Category

In this category, the lots that are not going to be tendered for are deselected (Illustration: Lots category - Selection of lots to be tendered for), by default they are all selected. Taking into account that the contracting authority can establish a number of rules:

- Mandatory tendering for all lots
- Mandatory tendering for a single lot
- Tendering for one or more lots
- Use of integrating tenders

The application will restrict the possible selections that the economic operator may make.
Once selected the set of lots, you must click the **Save** button.

Illustration: Lots Category – Selection of lots to be tendered for

### 2.5 Envelopes Category

This category allows you to include the requested documentation in each envelope and to sign the documents. When the category is selected from the side menu, as shown in the illustration: Category Envelopes - Contents and document signature option, the envelopes are sorted alphabetically according to the name given by the contracting entity in the definition of the envelopes.

Illustration: Envelopes Category – Content and document signature option

In case of existing different lots in the tender, the information required for each lot has to be filled in all envelopes (Illustration: Lot category).
Illustration: Lots Category
In case of existing integrated tender, additional information must be included in the envelope (Illustration: Category lots with integrated tender).

Illustration: Category lots with integrated tender

General documentation envelopes or administrative envelopes have two views:

- **Document view (Illustration: Lot category with integrated tender):** informs the tenderer which documents to submit.

Illustration: Documents view: what do I have to submit?

- **Requirements view (Illustration: Requirements view - what conditions do I have to fulfil and how do I prove them?):** so that the applicant knows what requirements he/she has to fulfil. This view includes not only proof by means of documents, but also that of entering a value, or text, or authorisation to consult third-party systems.
Illustration: View requirements - what conditions do I have to fulfil and how do I prove them?

The system, as shown in Illustration: Template and link to the annex of documents allows the tenderer to download templates/programmes provided by the contracting entity for preparing the tender.

**NOTE:** by clicking on the link Template, you can download the template locally and prepare it in accordance with the provisions of the competent entity. Remember that these templates usually correspond to the annexes that appear on the last pages of the tender documents.

**NOTE:** if you see any errors in the template, you should contact the contracting authority.

For the document annex (either from the template or not), click on the link in Illustration: Template and link to the document annex, and the following screen will appear (Illustration: Document annex).
Illustration: Attach documents

The set of requirements that are accredited by means of the specific document is shown at the top. By clicking on the "Attach Document" button, the browser is enabled to select the document to be attached (Illustration: Selection of the document to be attached).

Illustration: Selection of the document to be attached

**NOTE:** In addition to the documents requested by the contracting entity, the tenderer may attach all those documents that considers that should be submitted. This is done in the same way as for the documents requested by the contracting entity from the screen where these documents are attached using the "Attach document" button.

**NOTE:** The tenderer may attach previously signed documents using the AutoSignature application so that the tender preparation tool will recognise the signature/s included in the document.

**NOTE:** In case of using a MacOS the files must be in a different folder from Documents, Downloads or Desktop and from the folders of your trees. It is recommended to create a specific folder.

The system suggests the format of the documents to be uploaded by the tenderer, in accordance with what is established by the contracting entity in the Tender Settings.
When the tenderer uploads a document with a format different from expected by contracting entity, the system will show a warning message (Illustration: Selection of the document to attach). However, here user can skip the warning by pressing YES. Once the action has been completed, the tool will show the confirmation message shown in image. It will be up to the entity responsible for the assessment to decide whether or not to accept the document with a different extension from expected.

If you upload a document previously signed using AutoSignature, it is possible that its extension has changed. Generally the new extensions will be:

- .xsig: if the document signed using AutoSignature was a document in XML format.
- .csig: if the document signed using AutoSignature is an image, document created with a word processor, a spreadsheet or other formats.

If the tenderer uploads a document with a format different from expected, the following message will be displayed:

Despite the message, the file is included, but it will be up to the tenderer to check that the file is indeed correct by clicking on the link of the newly uploaded file.

**NOTE:** in any case, if the tenderer skips warning message and attaches a file with an extension different from expected, the tender might be excluded due to the impossibility of reading the document. The PLACSP is not responsible for this action.

If the size of the tender documents exceeds the recommended size, a warning message will be shown. It does not prevent further completion of the tender.
Illustration: Large tender size message

**NOTE:** It is recommend that the tenderer checks the file and makes sure that tender has not generated by using the import/export option.

If the document is submitted by a UTE, the screen shown in Illustration: Load UTE document, where you have to specify whether the document is common to the UTE or is specific to a company, this screen is shown once the document has been selected.

![Illustration: Upload UTE document](image)

**Illustration: Upload UTE document**

If the specific document option is chosen, it is an indispensable condition that ALL and each one of the members upload their corresponding document, otherwise the requirement will not be considered satisfied and the tender cannot be submitted. If a document is specific to a member, but the rest of them do not have an equivalent document, it must be uploaded as a common document for all the companies that make up the joint venture.

Once the document/s has/have been attached, the screen shown in image: Selection of the document for signature is displayed. In the "Status" column, if the indicator of each document is red, it means that it is not signed and therefore it is not ready. The corresponding document must be selected and the button "Signature of selected document" must be clicked.

Documents can be signed one at a time or all the documents included in the same envelope can be signed at the same time.
Illustration: Selection of the document for signature

When this button is pressed, the Tool prepares to sign the document (Illustration: Signing the document).

Illustration: Signature of the document

The available electronic certificates (either from the system’s certificate store or stored on a cryptographic card) are then displayed (Illustration: Selecting a certificate). It is possible that the root certificates of the certificate you want to sign with are also displayed. You must choose the one that shows your signature data.
Ilustración: Selection of the certificate

If the signature process is successful, the message shown in Illustration: Document signature confirmation message is displayed.

Ilustración: Document signature confirmation message

Once the signature has been completed, the system displays the identity of the signatory (Illustration: Identity of the Signatory). If you click on the "VIEW DOCUMENTS TO SIGN" tab, different links appear to view the documents according to their format (Illustration: View documents to sign).
Illustration: Identity of the Signatory

Illustration: View documents to be signed

To return to the list of documents to be signed, click on the "back" button or in the category side menu on the link "Signature of documents".
Again, on the main screen of the administrative documentation envelope, you can see the status of the documents, showing in green those documents that have already been signed (Illustration: Signed document).

NOTE: the Tool allows the possibility of co-signatures, i.e. several signatures of different signatories on the same document. This case may occur, for example, if there are several authorised signatories.

If a requirement is to be accredited by means of authorisation to the third party system, it is accessed from Requirements View (Illustration: Requirements View - what conditions must I fulfil and how must I accredit them?), by clicking on the corresponding requirement (Illustration: Authorisation to consult third party system: general documentation envelope).
The preparation of the rest of the envelopes is similar to this process. For example, in Illustration: Economic envelope view, the contents of the envelope for criteria that can be evaluated by formula are shown. Its contents have been navigated to by clicking on "envelope 2" in the side menu of categories. In the same way as for the previous one, the system will show the options in the central panel.

Illustration: Economic envelope view

In case the award criteria is **underlined and blue**, it means that a value has to be entered in more detail. In the example proposed, this is the tender price. The tool enables the boxes to enter the amount with and without tax (Illustration: Recording price criterion). Once entered, the save button is pressed.
Illustration: Price criterion registration

The system checks the tender price and warns if it is higher than the base tenderer budget.

Illustration: Economic view - Validation of taxed and untaxed amounts

Once the price has been set and saved, the financial tender must be attached, as shown in Illustration: Financial tender attachment view, enabling the link/s to incorporate the documentation.

Illustration: Attach financial tender view

Please click on the link to attach the document. The "text to assist the tenderer" may contain instructions from the contracting authority to the candidate (Illustration: Annex to the financial tender).
Once the document has been attached, the name of the file and its status can be displayed. As can be seen in Illustration: Aspect of the financial tender document before signature, the default status of the document is yellow. This implies that it is not yet ready, as it needs to be signed. To do this, click on "Document signature" in the side menu.

NOTE: in addition to adding one or more documents per entry, it is possible to delete one or all of them, by clicking on the icon .".

The signature of the financial tender, as any other document in the Tool, is similar to the process described in Illustration: Selection of the document for signature to Illustration: Signed document.

Once signed, the envelope of the criteria evaluable by formula is displayed with the validation icons in green (Illustration: Appearance of the financial envelope after signature).
Illustration: Appearance of the economic envelope after signature

2.6 **Special case of lots**

If there are lots in the tender, the Illustration: Category Tender to Lots will be displayed.

Illustration: Lots tender Category

The procedure is similar to the one described above, but the lot(s) to which the submission is made must be indicated. This information should also be noted on each envelope.

Remember that, in addition to recording information at a general level, you may be required to provide proof of documents or enter some text or value at batch level. You should therefore access the folder icon linked to each one of the lots you are preparing a tender.

**NOTE:** if you are preparing a tender for several lots and, even if you have followed all the indications in this Guide to reduce the size, you still have difficulties in preparing or submitting your tender, we recommend that you contact the contracting authority and ask them whether it is possible to submit your tender in several submissions, one for each lot or set of lots, provided that these submissions do not contain repeated lots.
2.7 **Special case of integrated tender**

In case of existing integrated tenders, the **Illustration: Category Tender to Lots** will be displayed.

![Illustration: Category Tender to Lots]

**Illustration: Lots tender Category**

If an integrated tender is selected, its associated lots will automatically be selected. In this case, it will be mandatory to submit the individual tender for each of the lots that integrates the integrated tender.

In addition, the integrated tender will be added to the relevant envelopes, so that you may be required to provide additional accreditation.

2.8 **Correction of signature**

The tenderer may receive a communication requesting him to correct the signature of the technical or financial tender documents. This request for correction shall be due to the fact that the validation of the signature has proved to be wrong.

![Acuerdo de Admisión o de Exclusión]

**Illustration: Snippet of notification of correction of signature**

The tenderer may access the signature correction communication in “My Notifications” menu. In the notification document, he will be able to read that he is required to correct his signature (Illustration: Snippet of the notice to correct his signature).
When you have accessed the communication, the Reply button will be enabled (Illustration: Detail of notification received in the My Notifications menu). When you click on it, a tool similar to the one for the preparation of tenders will be downloaded. However, in this case, on the right-hand side of the header, “Reply to Substantiation Notification” will be written and the operation will be slightly different.

Illustration: Detail of the header of the Signature Remediation tool.

This case is different from rectification of the administrative envelope in that it will not be possible to add new corrected documents. The tool will have loaded the document submitted in the tender and to which the signature is to be corrected. This document cannot be deleted or modified (note that the "Attach Document" button is disabled and the delete icon does not appear) (Illustration: Detail of the contents of the envelope in the Signature Correction). The tool will only allow the creation of a new signature (Illustration: Detail of the document signature panel in the Signature Subsequent Action).

Illustration: Details of the contents of the envelope in the Signature Subsidy
Illustration: Detail of the signature panel of the document in the Signature Signature Substantiation

When the document is signed again, you must go to the "Prepare sending" screen, sign the envelope and then send it by clicking on the "Send Documentation" button.

2.9 Problems when trying to sign

2.9.1 Empty certificate warehouse

If the tenderer tries to sign without having a certificate installed in the browser, the tool does not display the certificate selection pop-up window. Please perform the import/installation of the certificate in your browser.

If you are still experiencing problems signing the documents, please contact us at licitacionE@hacienda.gob.es

2.9.2 Error during the electronic signature

When signing a document, an error may appear that does not allow the signature to be made (Illustration: Error when signing).

Illustration: Error when signing

This error is due to two possible circumstances:

- The chosen certificate is a certificate with which signing is not possible, e.g. a
root certificate of the certification path or an authentication certificate. You must choose a correct signing certificate.

- The displayed certificate does not have the name you expect or the name is incomprehensible.

Illustration: example of a list of certificates with rare names

In this case, please check the descriptive name (alias) of the certificates. To do so, please perform the following steps:

- Go to "Manage User Certificates":

Illustration: Search for Manage User Certificates in Windows Startup

- Open the Personal folder and go to the Certificates folder.
Illustration: User certificate manager

You can see that the names in the "Issued to" column that you recognise do not match the names in the "Descriptive name" column that are displayed by the tender preparation and submission tool. You can perform the steps below to change these descriptive names to work with them more comfortably.

Also, if you detect that special characters (such as "?'s", "'s" [apostrophe], etc.) appear in the descriptive name after the NIF, remove them as they also cause errors.

Examples: JUAN ESPAÑOL GARCÍA 01234567X's FNMT-RCM ID, MARIA ESPAÑA 98765432W's FNMT-RC, MONTE PERDIDO 00111222E's FNMT-RCM

Steps:

- Double-click on the certificate with spaces in the descriptive name (alias). A new window will open with the certificate details. Go to the "Details" tab and click on the "Edit properties" button.

Illustration: Certificate Details tab

- A new dialogue box will open, where you can change the descriptive name of the certificate. Click apply and accept.
Illustration: Change of certificate alias

- Press ACCEPT in all other dialog boxes to close them.

Try again to sign the documents, the certificate will be displayed with the new descriptive name (alias).

Illustration: Alias of the certificate without blanks

**NOTE:** Remember that you can sign the documents using the AutoSignature application and then incorporate them into the tender preparation and submission tool as it will recognise the signatures included.
2.9.3 Private key reference error

This error refers to the fact that the chosen certificate is not properly installed or does not contain the private key of the certificate. In this case it is not possible to perform the signature.

![Illustration 1: Private key reference error](image)

To solve this, you can reinstall your certificate. The type of certificate to be installed is the Personal Information Exchange type with the extension .p12.

![Illustration 2: Certificate type Personal Information Exchange (p12)](image)

2.9.4 Signing with an expired certificate

If your electronic certificate is expired and you do not notice this circumstance, when you try to sign in the Tool you get the following error message (Illustration: expired certificate warning):

![Illustration: expired certificate warning](image)

**NOTE**: If, despite the warnings, you sign electronically with an expired certificate, you risk that your tender will not be accepted by the contracting authority and you will be definitively excluded from the procurement procedure.

2.9.5 Tender document size

The tool has lost the limitation of incorporating documents of up to 5 Mb. However, it is recommended that these are smaller than 8Mb because the maximum size accepted by @firma validation services is 8Mb.

It may happen that the signature of a document cannot be completed. The Tool may give an error message, get blocked or, on the contrary, not give any warning, but not show the
signature in the signature panel in any case. This may be because the total size of the tender document is such that there is not enough space left in the memory of the Java Virtual Machine to complete the task (see limitations in section 1.2.2.2.).

**NOTE:** To check the memory capacity of your Java Virtual Machine and to have more control over the size of the tender document, functionalities have been added to the tool, which show the available Java Virtual Machine memory and the size occupied by each envelope. See section 1.4

In this case it is recommended to clear the Java cache. To do this, access the Java control panel and, in the General tab, click on the Settings button located in the Temporary Internet Files section.

Illustration: Java control panel

The Temporary Files Settings dialog box appears.
Illustration: temporary files settings

The Delete Files button is clicked and the following dialogue box is displayed:

Illustration: delete files and applications

Clicking OK button the system will delete all downloaded applications and applets from the cache. If you wish to delete only a particular application or applet from the cache, you can do so from the View button on the General tab.

Also, it is recommended to:

- All duplicate documents, i.e. identical documents uploaded more than once, can be replaced by a minimum document indicating where the originals have been uploaded. We recommend that you check with the contracting authority about this possibility.

- Scanned documents (deeds, documents with handwritten signatures, etc...):

- You should try to scan with the minimum resolution possible, but that the documents can be viewed properly.

- Remember not to include handwritten signatures except in exceptional cases.

- Electronic signature devices are available.
• Catalogues hosted on the Internet:
  
  • If the tender requests catalogues that are hosted on the Internet, check with the contracting authority about the possibility of attaching a document with the link to the resource where it is hosted.

• Drawings:
  
  • The inclusion of plans potentially raises the total file size for signing. Check with the contracting authority about the possibility of providing another system for sending the plans if uploading them becomes impossible.

3. Other actions

At the top of the Tool there is a set of actions displayed as buttons (Illustration: Tool actions). All of them will be described in this section, with the exception of Prepare Shipment, which has a specific section.

Illustration: Tool actions

3.1 Action Validate

Once the required information has been completed, either by entering text or value or by uploading documents, it is recommended to use the Validate action (Illustration: Validate action).

• By doing this the tenderer checks, among other things, whether a requirement/criterion is missing.
• This process also checks the existence of a signature in those documents in which this is obligatory.

Illustration: Validate action

In case all categories have been filled in correctly, they will all be in green (Illustration: Categories duly filled in), otherwise they will be in red (Illustration: Categories not filled in) those for which some action needs to be completed (attach document or sign it, enter a value or text in a requirement or criteria):
3.2 Legend

This section provides information about the meaning of the coloured icons shown next to requirements/criteria and documents in the envelopes (Illustration: Legend with the meaning of the state colours) indicating whether they have been duly credited.
3.3 Import / Export Tender

The import/export tender serves the following purposes:

- Preparation of the tender in UTE by the different members.
- Continuation of the tender in a different team.
- Sending the tender to the representative/s to sign it by his own means. Subsequent forwarding of the signed tender to the preparer (in the event that the representative/s decides not to send it).

EXAMPLE 1: member 1 of the UTE prepares his tender. He exports it with the signed documents. He sends it by e-mail (or by courier on electronic media) to member 2, who imports the tender, attaches his own documentation (e.g. individual certificate of qualification) and signs it and the joint tender (e.g. the financial tender). He then exports it with the envelopes bearing his own signature so that member 1 can also sign them after import. Finally, member 1 proceeds with the dispatch. This procedure can be replaced by the preparation of the tender in a single team, but in the latter case it is necessary for all the preparers and authorised representatives to meet to prepare and sign the proposals together (the "electronic certificate" must not be "lent").

Regarding to the preparation of the tender as a joint venture, we remind you that the export and import cycles must be carried out completely, i.e. the first member must upload all the common documents, his individual documents and proceed to sign all of them before executing the first export. The second member must, after the first import, upload only his individual documents and sign common and individual documents before executing the second export cycle and so on.

NOTE: If you experience problems in the preparation of your tender as a joint venture (UTE), for example because of a corruption of the tender file exchanged between the different
EXAMPLE 2: the sales manager of a company prepares the tender in its entirety, in the absence of the representative/s’s signature. For this purpose, and since the latter is travelling and cannot meet physically, he exports the proposal and sends it by e-mail to the representative/s. The representative/s connects to the preparer’s credentials (if he/she does not have his/her own) and downloads the tool. Select the work alternative "Import tender" in the Tool’s Home Page. Then click on the “Import tender” button and the information is loaded into the Tool. Sign the documents and envelopes and proceed with the submission.

NOTE: Documents can be signed by AutoSignature before attaching them to the tool. The tool will detect and display these signatures.

NOTE: the tender can be exported/imported as many times as required, including signatures. The only thing to be taken into account is not to sign the envelope if a signature is missing on a document included in the envelope. It is therefore normal for the proposal to be exported/imported with the envelopes unsigned, and for the sender to sign the envelopes beforehand. However, it is possible to export the signed tender in its entirety (documents and envelopes) for a third party to carry out only the sending action.

First of all, the tender is exported by clicking on the Export Tender button. The browser is then displayed (Illustration: Export proposal to a local computer or external device) to deposit the file on the electronic medium of your choice (computer, USB, DVD, etc.).

Illustration: Exporting proposal to a local computer or external device

The person receiving the proposal must in any case select the work alternative "Create tender / request for participation - Import tender" (Illustration: Work alternative Import tender), otherwise he/she will not retrieve the information received from a third party (other UTE member, commercial, administrative).
Illustration: Work alternative Import Tender

To complete the import process, click on the "Import Tender" button (Illustration: Import Tender button), and the Tool will fill in all the inherited information.

Illustration: Import tender button

Once the information has been uploaded, the user must attach new documents (in the case of UTE), or proceed to sign the documents and envelopes (the representative/s, in any case).

NOTE: The "Export tender" button is not used to generate an economic tender and upload it.

4. Prepare Shipment

At the top of the Tool there is a Prepare Mailing button (Illustration: Prepare Mailing button), which displays a screen (Illustration: Possible actions of Prepare Mailing) with multiple actions related to the mailing itself.

- **Sign envelopes.**
- **Modify selected envelope:** allows you to change the contents of the envelope once it has been signed. If the contents of the envelope are modified, it is necessary to sign it again, as the original electronic signature would no longer be valid.
- **Simulate submission:** the candidate can check that the Platform is active to receive tenders. This simulation performs all the steps of documentation verification and encryption, except the actual submission.
- **Send documentation:** sends the documents and automatically generates the receipt. It also performs the encryption of the tender information, as an essential requirement for sending.
- **Download receipt:** as long as the submission has already been made, the receipt can
be downloaded. However, when the submission is made, it is displayed on the screen and can be saved and printed. Can be saved and printed. DO NOT CLICK ON THIS OPTION UNTIL YOU HAVE SENT THE SHIPMENT.

- Generate labels: in the event that an envelope is submitted in person (mock-up or samples), the system allows the generation of labels for easy identification by the competent entity for assessment.

Illustration: Prepare Shipment button

Illustration: Possible actions of Prepare Shipment

4.1 Signing Envelopes

As a general rule, the enveloped documents must be signed on each of the tender envelopes, including the authorisation envelope for consultation of third-party data. However, whether or not a signature is required depends exclusively on whether or not the competent authority has made it a requirement for tendering. In any case, the tendering user will know whether or not the envelope must be signed, because the "Status" icon will be shown in Red if, having been required to sign, the signature has not been made.

NOTE: Remember that if any aspect of the tender is missing, such as attaching a document or signing an envelope or a document, the Tool will not allow the tender to be submitted and will warn you of this circumstance.

The signature process is similar to that illustrated for the signature of a document. First, check the box or boxes of the envelopes to be signed (Illustration: Selection of the envelope for signature) and press the **Sign with qualified certificate** button. Immediately, the certificate selection box appears, you select the certificate and the system will performs the signature. If your certificate is on a cryptographic card such as the DNIe, you must insert it into the reader.
before pressing the Sign with qualified certificate button.

**Illustration: Selection of the envelope for signature**

**Illustration: Signature of the contents of the envelope view**
Illustration: Selection of the electronic certificate for signature

Once the envelope has been signed, the identity of the signatory is displayed (Illustration: Identity of the envelope signatory) and, in the tab VIEW DOCUMENTS TO SIGN, a window with the view of the signed envelope can be opened from the button “View signed envelope” (Illustration: View signed envelope).

Illustration: Identity of the signatory of the envelope
4.2 Problems when signing envelopes

4.2.1 Error when signing.

When signing a document, an error may appear that does not allow the signature to be made (Illustration: Error while signing).

This error is due to two possible circumstances:

On the one hand, the chosen certificate is not valid to perform the signature, e.g. a root certificate of the certification path or an authentication certificate. You must choose a correct signing certificate.

Or, due to the java version and the existence of blanks in the descriptive name (alias) of the certificate. Please refer to section 2.9.2.

4.2.2 Limitation due to size of supply

It may happen that the application does not let you sign and yet does not display any errors. We recommend that you take into account the limitations set out in section 1.2.2.2 and the recommendations described in section 2.7 above.

NOTE: In order to check the memory capacity of your Java virtual machine and to have more control over the size of the tender documents, some functionalities have been added to the tool,
which show the available Java Virtual Machine memory and the size occupied by each envelope. See section 1.4

If the problem may be related to the total size of the tender documents, click on Modify Selected Envelope, make the reduction and proceed to sign the envelope again.

Another problem that can occur when signing the envelope is that the Sign button is stuck, giving the impression that the Tool is stuck. In this case, please wait, because after a few minutes the window for selecting the certificates is displayed.

In any case, if you have problems signing the envelopes, please contact licitacionE@hacienda.gob.es

4.3 Modify envelopes

The Tool allows the modification of the contents of the envelope (button Modify selected envelope) at any time before sending it, however, if the envelope to be modified has been signed, it is necessary, once the change has been made, to sign it again, as the Tool itself warns (Illustration: View of the signed envelope).

Illustration: Warning of modification of already signed envelope

4.4 Simulate presentation

Before sending the tender or documentation, the Tool allows you to check whether the Public Sector Procurement Platform is available to receive it. Remember that as long as the user does not press the Send button, the documentation is on their local computer. It is therefore useful to check whether the servers are active in order to proceed with the submission.

Click on the Simulate Submission button, and if everything is correct, the Tool will warn you of the positive result (Illustration: Successful result in the submission simulation). At this point, you could proceed with the sending of the envelopes.

Illustration: Satisfactory result in the simulation of the presentation
4.5 Submitting documentation

The Send Documentation action involves sending the tender/documentation that the user has been preparing locally, so that it can be stored on the PLACSP servers. The sending process encrypts the envelopes, if so specified by the contracting entity. The encryption of the envelopes guarantees the confidentiality of the contents. It provides a fundamental layer of security to ensure the custody of the tender, although it is not the only one.

The action of encrypting the envelopes is absolutely transparent for the user who sends the tender, being one of the actions that make up the presentation of the envelopes.

**NOTE:** It will not be possible to view the contents of the envelopes in the proof of submission if they have been encrypted.

When “Send Documentation” is clicked, the system displays a pop-up window showing the progress of the process (Illustration: Pop-up window showing the progress of the submission process), and finally, the receipt is displayed on the screen (Illustration: On-screen display of the receipt).

**NOTE:** the simulation of the tender DOES NOT IN ANY CASE CONSTITUTE THE SUBMISSION OF THE TENDER. DO NOT FORGET TO PRESS THE SUBMIT BUTTON.
Illustration: On-screen display of the receipt

The voucher contains the basic details of the tenderer and a summary of the submission, including:

- All the envelopes integrating the tender, including the authorisation envelope.
- Contents of the envelopes (displayed provided they are not encrypted by decision of the contracting authority).
- Signature of the documents and envelopes.

The proof of tender can be downloaded and printed (Illustration: PDF document of the proof of tender). It is also sent to the email address for communication purposes (Illustration: Email with the CSV of the receipt).

Illustration: PDF document of the supporting document
Ilustration: Mail with the CSV of the supporting document

The voucher includes a CSV (Secure Verification Code) that guarantees, by means of the comparison in the Public Sector Procurement Platform (Illustration: Verification of the CSV in the Public Sector Procurement Platform), the integrity and authenticity of the document.

4.6 **Tender Withdrawal**

In the event that you have submitted a previous tender and wish to submit a new tender, rendering the previous tender invalid, you can use the tender withdrawal functionality. **In order to be able to use this functionality, the tender documents must not have changed since the submission of the previous tender.** Tender withdrawal consists of two actions:

1. Submission of the new tender.

2. Withdrawal of the previous tender (the tender is removed from the PLACSP). In the event that there are several previous tenders, only the last tender submitted will be withdrawn.

It should be noted that it is not permitted to withdraw the previous tender and not submit a new tender.

The behaviour is identical for tenders with and without lots. If the previous tender has not yet been submitted in full, i.e. it is an electronic fingerprint submission, this tender withdrawal functionality cannot be used.

Tender preparation does not change until the "Submit Documentation" button is clicked, at
which point a pop-up window (Illustration: Confirmation of withdrawal of previous tender) appears requesting agreement to the withdrawal of the previous tender.

Illustration: Confirmation of withdrawal of previous tender

Pressing "Withdraw and Submit new" results in the withdrawal of the previous tender and the submission of the new tender.

Pressing "Continue with a double submission" results in the submission of the new tender, but the previous tender remains in the PLACSP, which is a case of a "double submission" of a tender.

The system displays a pop-up window of the progress of the process (Illustration: Pop-up window of the progress of the process in the submission), and finally, the proof of submission of the new tender is displayed on the screen (Illustration: Display of the proof of submission of the new tender on the screen).
The proof of submission of a new tender contains the basic details of the tenderer and a summary of the submission, including:

- All the envelopes making up the tender, including the authorisation envelope.
- Contents of the envelopes (displayed as long as they are not encrypted by decision of the contracting authority).
- Signature of the documents and envelopes.

Illustration: PDF document of the proof of submission of a new tender

Estimado usuario,

nuestro sistema de recepción de proposiciones y ofertas ha recibido una proposición u oferta completa para la licitación de número de expediente Prueba 4567.
Puede descargar el Justificante de esta presentación en https://prepro-contractaciondelestado.es/aps/portal/verificacionCSV utilizando el siguiente código seguro de verificación (CSV): 12PR7_RE612_G6652_64616. En caso de estar en posesión de un Justificante de presentación de huella electrónica para esta misma proposición u oferta, el nuevo Justificante AUTOLA LA VALIDEZ de éste. El Justificante de presentación de la huella electrónica dejará de estar disponible para su descarga desde el enlace anterior.
Este correo ha sido autogenerado, por favor, no responda.
Illustration: E-Mail with the CSV of the proof of submission of a new tender

After closing the proof of submission of the new tender, the proof of withdrawal of the previous tender is displayed (Illustration: On-screen display of the proof of withdrawal of tender).

Illustration: On-screen display of proof of withdrawal of tender

The proof of withdrawal contains the basic details of the tenderer and a summary of the submission that has been withdrawn.
Ilustración: PDF documento de la prueba de retirada de oferta

Ilustración: Correo electrónico con el CSV de la prueba de retirada de oferta
The supporting documents include a CSV (Secure Verification Code) that guarantees the integrity and authenticity of the document by checking it on the Public Sector Procurement Platform (Illustration: Verification of the CSV on the Public Sector Procurement Platform).

4.7 **Labels generation**

In procedures in which some of the envelopes of the technical tender, due to their nature, cannot be sent telematically (models, samples, etc.), the Tool allows the generation of labels that link the electronic fingerprint of the envelope with the element that will be presented in the physical register.

Once the tender has been submitted, a message will appear warning that the corresponding labels have been generated to be attached to the envelopes to be submitted in person.

When the "OK" button is clicked, the dialogue window entitled "Proof of Submission" appears (Illustration: Proof of Submission dialogue window). Three buttons are located at the bottom of the window. The central button "Print labels" leads to another dialogue window where the labels of the submitted envelopes can be downloaded in pdf format (Illustration: Selector for downloading the labels corresponding to the envelopes to be submitted in the physical registry). The "Print" button downloads in pdf format the proof of submission of the complete tender.
Illustration: Proof of Submission dialogue window

Illustration: Selector for downloading the labels corresponding to the envelopes to be submitted for physical registration

Illustration: Model label to be attached to the envelopes to be submitted for physical registration
The "Close" button leads to the Tender Preparation screen of the tool. On this screen, the buttons "Print labels" and "Print" with identical functionality to the previous ones will be enabled (Illustration: Button layout in the tool after closing the "Proof of Submission" dialogue window).

![Button layout in the tool after closing the "Proof of Submission" dialogue window.](image)

Illustration: Arrangement of buttons in the tool after closing the "Proof of Submission" dialogue window.

### 4.8 Problems with shipping

#### 4.8.1 Electronic Fingerprint (Huella Electrónica)

Sometimes it might occur errors during the submission of the tender, leaving the submission process incomplete (e.g. connectivity errors, insufficient upload bandwidth for big sized documents, etc.). In this case, the system will generate a proof of submission of the electronic fingerprint (Illustration: proof of submission of the electronic fingerprint). In order to complete the submission process, the tenderer will have a period of 24 hours to send the complete tender to the assistance entity.

![Proof of submission of the Electronic Fingerprint](image)

Illustration: proof of submission of the Electronic Fingerprint

**NOTE:** The submission of electronic footprint type does not imply in any case that there is an error in the Public Sector Procurement Platform. This issue is usually related to connectivity errors in your company. Although it has been included in the section on Problems with the submission, it should not be classified as such, rather it is a service provided by the Platform, in compliance with DA16 of the LCPS, to guarantee the exercise of the right to tender even when the conditions in communications are degraded.

**NOTE:** When you obtain the proof of submission, check whether it contains the term ELECTRONIC FOOTPRINT. If you receive a proof of submission of this type, the responsibility for completing the submission of the tender within the 24-day deadline lies entirely in the tenderer.
There are two alternatives for the complete submission of your tender (Illustration: alternatives for the complete submission of the tender):

- Re-attempt the online submission using the 'Send documents' button, or
- Download the tender file using the 'Download documentation' button onto electronic media and take it to an authorised physical registry or submit it by electronic registry.

**NOTE:** Do not use both at the same time, i.e. if you complete the submission electronically, do not submit the tender via the physical register, and if you have already submitted the tender to the physical register, we recommend that you do not continue with the electronic submission.

**NOTE:** when you complete your electronic tender presencially, we recommend that you write an email to the contracting authority indicating this circumstance.

- Option ‘Send documentation’: if, after submitting only the electronic fingerprint, the complete tender is successfully sent telematically through the tool, you will obtain a proof of submission of the tender (Illustration: proof of submission of complete tender) in which both the date of sending the fingerprint and the date of sending the complete tender will be stated.
- Option 'Download documentation' and submit in physical/electronic register: when you click on the 'Download documentation' button you will be prompted for a location to save a file with XML extension. **DO NOT EDIT** this file as any modification will change the calculation of the electronic footprint and it will no longer match the one originally submitted. This XML file is the one that should be submitted via a physical/electronic record.

Even if the tender submission deadline has ended, it is still possible to complete the submission of the tender as long as you are within 24 hours of submitting the electronic fingerprint.
If the deadline of 24 hours has passed since the electronic fingerprint was submitted without the complete tender being submitted, or in the event that a new tender is submitted (if this is possible), the tender corresponding to the previous electronic fingerprint will be deemed to have been withdrawn.

Illustration: proof of submission of a completed tender

In case there is an electronic fingerprint submitted, if the tender preparation tool has been closed and is re-launched on the same computer, a submission screen (Illustration: screen of alternatives once the fingerprint has been submitted on the same computer) informing of this situation is obtained. This screen may vary depending on the date of the end of the submission deadline and the time that has elapsed since the footprint was submitted.

Illustration: alternative screen once the fingerprint has been submitted on the same device
If we are within 24 hours of sending the footprint, the option to "Continue preparation" will be available. Whether or not the "Create new tender" option is shown depends on whether or not the deadline for submission has ended.

If 24 hours have passed since the footprint was sent, the "Continue preparation" option will not be available. Whether or not the option to "Create new tender" is shown depends on whether or not the deadline for submission has ended.

4.8.2 **Documentation is never finished being sent.**

A In the following, we present several cases in which problems occur during the sending of the tender:

- The platform reports a specific error. Typical examples:
  
  1. A UTE entering decimals in the composition of the UTE. The application will warn that there has been a FormatNumber error.

    ![Illustration: Error Format Number](image)

    **SOLUTION:** do not use decimal numbers, only whole numbers.

  2. The tenderer has downloaded the Tool before there has been a correction to the contract notice in a procedure with batches. A nested exception error is returned: the operation could not be completed.

    ![Illustration: Error Nested Exception type](image)

    **SOLUTION:** you must start the preparation of your tender again, as the one you are trying to send corresponds to an old version of the tender configuration and notify [licitacionE@hacienda.gob.es](mailto:licitacionE@hacienda.gob.es).

    You must download the Tool again and NOT use the import tender function, i.e. you must necessarily fill in the data and upload and sign the documents again.

  3. Java heap space' error in the phase 'Preparing envelopes'.

    ![Illustration: Error Java heap space](image)
SOLUTION: The size of the documentation is too large for the available Java virtual machine memory. If you are using 32-bit Java, we recommend installing 64-bit Java. If you are already using 64-bit Java, try to reduce the size of the tender document if possible. If this situation is not corrected, even the sending of the electronic fingerprint will not be successful.

NOTE: To check the memory capacity of your Java Virtual Machine and to have more control over the size of the tender document, some functionalities have been added to the tool, which show the available Java Virtual Machine memory and the size occupied by each envelope. See section 1.4

a. Java heap space' error in 'Submitting documentation' phase

SOLUTION: The size of the documentation is too large for the available Java virtual machine memory. If you are using 32-bit Java, we recommend installing 64-bit Java. If you are already using 64-bit Java and the size of the tender document is not reduced, it will probably not be possible to submit the complete tender telematically, even if the electronic footprint can be sent.

4. The platform does not report any error or the bar disappears. In this case, we recommend that you check your email to see if you have received a message with proof of submission of the electronic fingerprint. You should contact licitacionE@hacienda.gob.es to resolve the problem.

5. The upload bandwidth is not sufficient. In other words, you may not be able to upload the complete documentation. First of all, check whether the electronic fingerprint has been sent. If not, possible recommended solutions to this problem are:
- Export the proposal, which will generate a fully signed XML, and import it on another computer with a higher connection.

- Connect the computer to a mobile phone with a 4g connection if possible (usually these mobile phone connections have an acceptable upload bandwidth).

- Reduce the proposal if possible and at the tenderer’s choice.

6. No connection to the platform. This is the most difficult case to detect. The tool cannot fix the connection tunnel to the platform. It often occurs on computers connected to a domain due to security policies.

If you find yourself in this situation, you can try in addition to the recommended solutions in the previous case:

- Temporarily remove the computer from the domain, connect it directly to the internet and test the delivery (only if the domain administrators and company policies allow it).

- Check with the administrator whether it is possible that the domain server is blocking the connection to the outside of the application.

- Check if there is a firewall blocking the connection.

- Check the following point (anti-virus).

The following are examples of platform connection errors:

- **com.sun.xml.internal.ws.wsdl.parser.InaccessibleWSDLException**: 2 counts of InaccessibleWSDLException.

- **error del lector XML**: javax.xml.stream.XMLStreamException: ParseError at [row,col]:[1,1]
7. Anti-virus: Modern anti-viruses have firewall-like tools that can prevent submissions from being sent.

Cases have been reported for at least two of these antiviruses: Kaspersky and Avast (both on non-domain and domain-connected computers).

In some cases, simply disabling the antivirus by the normal means indicated by the antivirus itself is not sufficient.

If you find yourself in this situation, try uninstalling it completely, shipping and reinstalling it.

**NOTE:** Remember that you should not send the documentation more than once if you have already sent it correctly. Check whether the electronic fingerprint has been sent. Keep this in mind especially if you change equipment. In this case, you must export your tender if you wish to complete the submission. Please refer to the section on electronic fingerprinting.

5. Problem with obtaining proof

In some cases, the tenderer has been able to submit his tender, but has not been able to download the proof of submission.

In this case, please contact the Platform (licitacionE@hacienda.gob.es) immediately to inform them whether the submission was successful.

**DO NOT** attempt a resubmission without first verifying whether your tender has been submitted. Double submissions may be grounds for exclusion.
6. Management in the My Communications tool

If we have received a communication from the platform with a request to add new information to the tender, to correct some aspect or any operation that involves sending new information, the way to proceed will be similar to creating a new tender. The option to choose on the initial screen of the tool will be “Create new tender/request to participate/subsidies - Import tender”.

**NOTE:** In the event that the communication has been received by a joint venture that has incorporated the e-mail addresses for communication purposes of each of the companies of the joint venture in the tender, each of them will receive the communication. Only one response to the communication is allowed.

From this point onwards, the information requested must be added following the same steps explained in chapters 2, 3 and 4 of this manual.

7. Follow-up of the procedure

The system allows the tenderer to keep track of all the actions carried out by the tenderer in relation to a specific procurement procedure.

The follow-up is carried out from My Tenders (Illustration: Steps / Actions Taken).

![Illustration: Steps / Actions Taken](image)

**NOTE:** If the procedure is by invitation, go to My Communications, add the procedure to My Tenders and, once there, you have at your disposal the Steps / Actions Taken.

The system allows to view the submitted tender, provided that the status of the procedure is evaluation or later. This functionality starts the tool in reading mode, which will allow you to consult the tender, without the possibility of performing actions (Illustration: Display submitted tender and Tender Board).
Finally, it should be noted that the tenderer, as an interested party in the procedure, has at his disposal a **Tender Board** (Illustration: Document view of the Tender Board) where the competent entity can provide him with different documents relating to the evaluation of the tenders, for example, the list of evaluations of the different candidates, or the tender of the proposed successful tenderer.

**Illustration: View documents on the Tender Board**
8. GOOD PRACTICE

In this section it is provided a summary of good practices:

1. Preferably start preparing your tender several days in advance in case there are any technical problems on your premises. In case the end date of the communication falls on a weekend, please remember that the place's support hours are from 9h to 19h from Monday to Thursday and on Fridays from 9h to 15h.

2. Please review this Guide, especially the technical requirements sections. This manual is updated from time to time, so we recommend that you check if the version you have is the same as the one available at https://contrataciondelestado.es

3. Upgrade the memory of your java virtual machine from 32-bit to 64-bit. This will allow you to handle a larger volume of documentation.

4. If you encounter any problems during the tender preparation or submission phase, please write immediately to licitacionE@hacienda.gob.es. Do not forget to indicate the file number, contracting entity, the email address for communication purposes of the user with whom you are submitting the tender and as many screenshots as possible to enable the technical team to resolve the incident as soon as possible.

5. If you are tendering for several lots and the size of your tender is proving to be a restrictive constraint, we recommend that you write to the contracting authority requesting the possibility of multiple submissions, one for each lot or grouping of lots. Always make these enquiries before the deadline for submission of tenders.

6. If you are a tenderer preparing a tender for a contracting procedure of an administration located in the Canary Islands (autonomous, local or state), please note that the final date for submission of tenders shown in the Tool will be in accordance with peninsular time. If there are any discrepancies with what is indicated in the tender document, please contact the contracting entity.

7. Always check the content of the proof of submission, in particular to find out whether what has been submitted is only the electronic footprint or summary of your tender. In cases where it is impossible to complete the tender through the PLACSP Tool and you have to go to a registry, we recommend that you write an email to the contracting authority to advise them of this.

8. Do not modify the “.elic” working directory, in which the electronic XML files of the tenders are located, under any circumstances. It is possible that, in some cases, it may be necessary to have one of these files in order to retrieve your tender. Do not edit it under any circumstances.

9. Do not edit or make any modifications to the files located under the LOGS folder in the working directory “.elic”. If the technical team detects that a modification has been made, it shall not be considered as evidence in your favour in the event of a claim..

10. Once the deadline for submitting tenders has expired, all claims must be addressed to the contracting entity. The Public Sector Procurement Platform, in order to guarantee the principle of equal treatment, does not directly contact the candidate companies once the submission phase has expired. The submission phase. It is the contracting authority that contacts the platform to report the existence of a complaint from a tenderer.
11. In the event that you have an incident when submitting a tender, in order to speed up its resolution, it will be necessary to send the following information to support:

C:\Users\user or name of the desktop-laptop\elic\ Numeric code consisting of 8 digits
File containing the supporting document “justificante.pdf”

Illustration: Folder containing shipment information

Logs folder in => C:\Users\name of the user or desktop-laptop\elic\numeric code\logs

Example: 53836575_3830574_20210222095356_LogOperaciones.txt

9. GLOSSARY OF TERMS

<table>
<thead>
<tr>
<th>Platform/PLACSP</th>
<th>GLOSSARY OF TERMS</th>
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<tbody>
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<td>Public Sector Procurement Platform</td>
</tr>
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<td><a href="http://contrataciondelestado.es/">http://contrataciondelestado.es/</a></td>
</tr>
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<td>OC</td>
<td>Contracting Authority.</td>
</tr>
<tr>
<td>OE</td>
<td>Economic operator.</td>
</tr>
<tr>
<td>XML</td>
<td>Extensible Markup Language (Lenguaje de marcas extensible).</td>
</tr>
<tr>
<td>CSV</td>
<td>Secure Verification Code</td>
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<tr>
<td>UTE</td>
<td>Temporary Joint Venture</td>
</tr>
<tr>
<td>USB</td>
<td>Universal Serial Bus</td>
</tr>
<tr>
<td>XAdES</td>
<td>XML Advanced Electronic Signature</td>
</tr>
</tbody>
</table>
10. CONTACT US

In case of experiencing any problem during preparation or submission phase, please contact:

licitacionE@hacienda.gob.es

Please indicate in your mail the file and the contracting authority tendering. Please send all evidence that may help us to solve your problem, including screenshots in case of error and a detailed description of the incident.

IMPORTANT: if you do not contact us by this means during the deadline for submission of tenders, your complaints may not be taken into consideration by the contracting authority.