



STUDIO AMICA

USER GUIDE

TUTTOGARE 3

Version updated on September 18, 2024

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1 OBJECT

This *User Guide* is a practical manual aimed at leading economic operators to:

- Register,
- Manage the pre-qualification operations,
- Participate in tenders.

on the e-procurement platform TuttoGare PA (hereinafter referred to as Platform or System), which hosts the public procurement process.

The use of e-procurement platforms, pursuant to articles 22 and 25 of D. Lgs.36/2023, ensures the full digitization of the entire life cycle of public contracts.

2 SUBJECTS

The Subjects using the Platform for conducting their tenders operate through a back office equipped with the necessary powers to make their Administrations accountable of the acts conducted on the Platform.

The provider of the platform is the System Manager, appointed by the contracting authorities for managing the IT applications necessary to the functioning of the Platform. The System Manager verifies the main operating parameters of the Platform, reports any technical faults, is responsible for the computer, logical and physical security and is the Security Manager and System Administrator within the meaning of the related legislation. The System Manager is also responsible for taking all the measures laid down by D. Lgs.36/2023 and by Regulation (EU) 2016/679 regarding personal data processing.

3 USE OF THE SYSTEM. EQUIPMENT

In order to use the Platform, you must have the necessary technical equipment, in particular:

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- A stable Internet connection,
- An updated web browser. Google Chrome e Mozilla Firefox are recommended. High performance is not guaranteed on Internet Explorer,
- An ordinary and a certified e-mail address,

***Note:** if you are not Italian and you do not have a certified e-mail address you can enter an ordinary e-mail address while registering. In all other respects, please refer to the contracting authorities.*

- SPID (Sistema Pubblico di Identità Digitale): this tool is not mandatory, except for the cases provided for by the law. In these respects, please refer to the law and to the contracting authorities,
- A qualified electronic signature certificate complying with the provisions laid down in Regulation EU 2014/910 – eIDAS. CAdES (extension .p7m) and PAdES (extension .pdf) formats are accepted.

3

***Note:** the use of a qualified electronic signature may not be mandatory in a single tender. In these respects, please refer to the contracting authorities.*

The System indicates whether the qualified electronic signature is mandatory for each required document.

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Non presentata	Obbligatorio con firma digitale
DGUE	
Non presentata	Obbligatorio
Modulistica mista	
Non presentata	
domanda word	

*Note: As regards design contests, please refer to **paragraph 13**.*

Technical remarks on the use of the applications:

- Please use open-source software such as ZIP e 7-ZIP to compress files,
- Please pay attention to file names: you cannot use any ellipses and special characters.

4

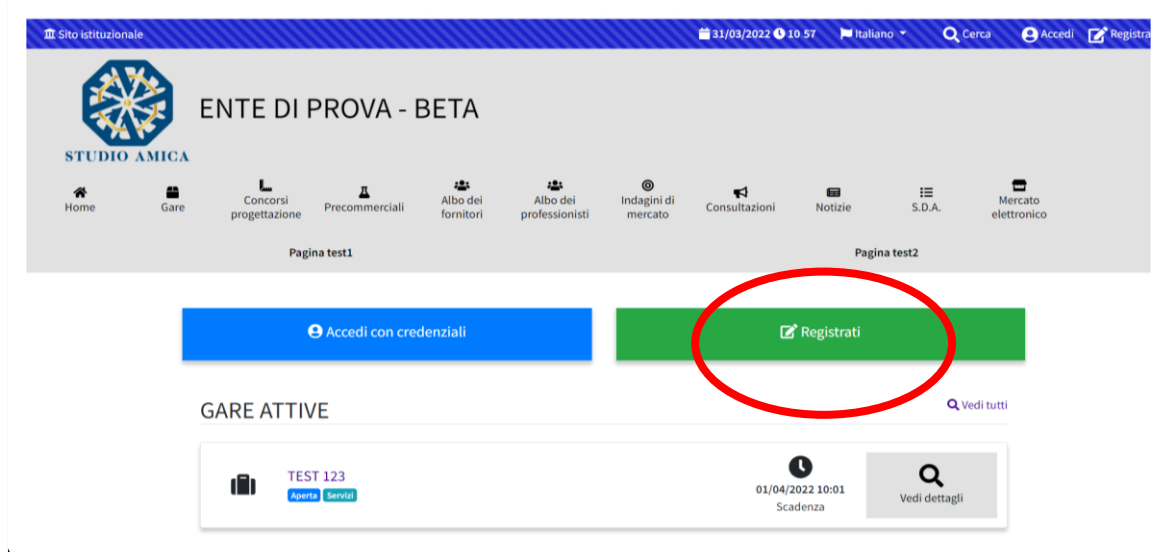
4 REGISTRATION OF THE ECONOMIC OPERATORS

You must click on **Register** on the home page and fill in the form. The mandatory fields have an asterisk.

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Note: The product categories are set up following the single classification system for public procurement, or CPV (Common Procurement Vocabulary), under Regulation EC No 213/2008.

Note: If you are not Italian and you do not have a certified e-mail address, you can enter an ordinary e-mail address in the PEC field. In all other respects, please refer to contracting authorities.

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Once the all the mandatory fields are filled in and the data are saved, a confirmation link is sent to your e-mail address. After clicking on the link, you can log in for the first time using your credentials within the following 48 hours. If this deadline expires and you have not logged in, you will need a new confirmation link to access the platform.

The registration for the platform neither implies nor is equivalent to the registration on official lists of approved economic operators or any other pre-qualification processes. Please refer to the following paragraphs for information on those operations.

The registration for, access on and use of the Platform imply the full acceptance of all the terms and conditions referred to in this User Guide as well as all the documents governing procurement, and more generally, everything which will be brought to your attention through the issue of notices on



the System and/or through personal communications sent to your certified or non-certified e-mail address.

Note: The registration for one contracting authority will be valid for all the other contracting authorities which use the Platform for managing their tenders. You can use the credentials you already own in order to log into the chosen contracting authority's Platform.

The password must be at least eight characters long and must contain at least:

- An upper-case letter,
- A lower-case letter,
- A number,
- A special character (e.g. !?-*).

If you do not use your account for more than six months, it will be automatically deactivated. You can reactivate your profile by clicking on the **Unlock** button which appears when you log in. After clicking on the button, a link is sent to the e-mail address you entered during the registration. After clicking on the link, you can unlock your profile within the following 48 hours. If this deadline expires and you have not logged in, you will need a new link to unlock your profile.

You can try logging in for five times – after five unsuccessful attempts, your profile will be blocked. You can reactivate your profile by clicking on the **Unlock** button which appears when you log in. After clicking on the button, a link is sent to the e-mail address you entered during the registration. After clicking on the link, you can unlock your profile within the following 48 hours. If this deadline expires and you have not logged in, you will need a new link to unlock your profile.

For safety reasons, the System requires you to change your password every three months.

Where it is provided for by the contracting authority, you can also log in using your SPID (Sistema Pubblico di Identità Digitale). This tool is not mandatory, except for the cases provided for by the law. In these respects, please refer to the law and to contracting authorities.

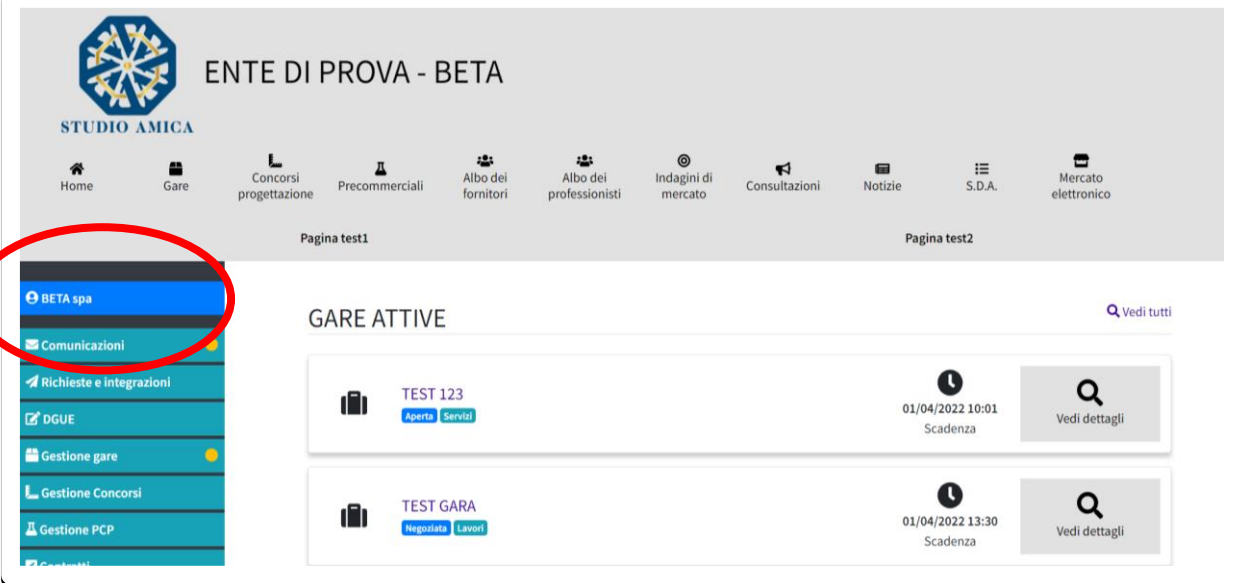
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5 PROFILE COMPLETION

After registering and logging in, you can complete your profile by entering your company or professional information. In order to do that, you can click on your name or company name in the left column and fill in the forms.



ENTE DI PROVA - BETA

STUDIO AMICA

Home Gare Concorsi progettazione Precommerciali Albo dei fornitori Albo dei professionisti Indagini di mercato Consultazioni Notizie S.D.A. Mercato elettronico

Pagina test1 Pagina test2

BETA spa

Comunicazioni

Richieste e integrazioni

DGUE

Gestione gare

Gestione Concorsi

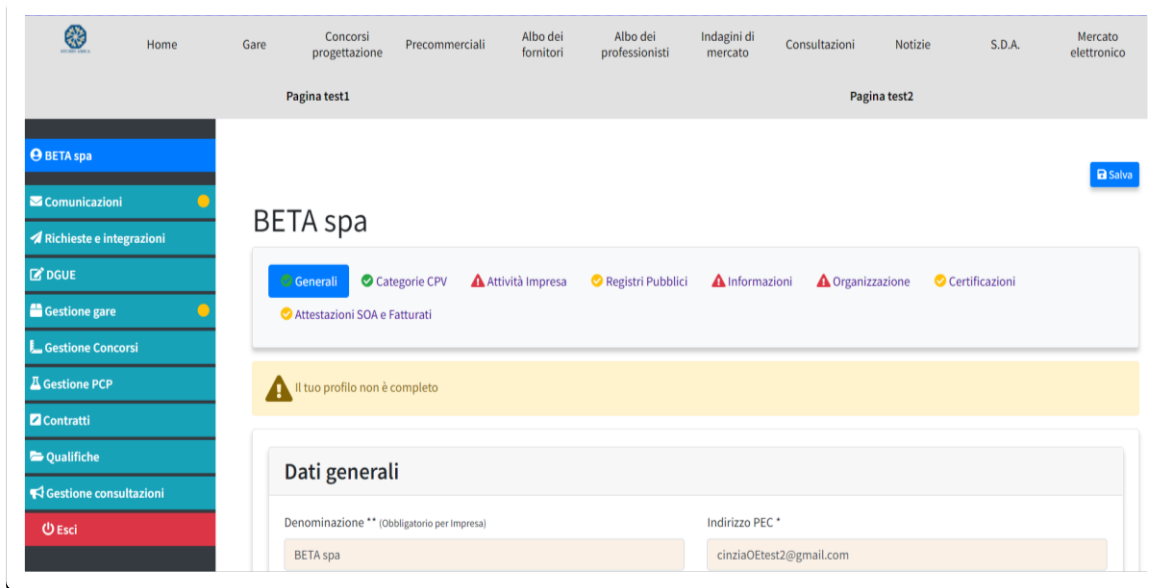
Gestione PCP

Gestione PCP

GARE ATTIVE [Vedi tutti](#)

TEST 123
Aperta Servizi
01/04/2022 10:01 Scadenza
[Vedi dettagli](#)

TEST GARA
Negotiated Lavori
01/04/2022 13:30 Scadenza
[Vedi dettagli](#)



The screenshot shows the STUDIO AMICA web application interface. At the top is a navigation bar with links: Home, Gare, Concorsi progettazione, Precommerciali, Albo dei fornitori, Albo dei professionisti, Indagini di mercato, Consultazioni, Notizie, S.D.A., and Mercato elettronico. Below this is a header area with 'Pagina test1' and 'Pagina test2'. The main content area is titled 'BETA spa' and features a sidebar on the left with various management options like 'BETA spa', 'Comunicazioni', 'Richieste e integrazioni', 'DGUE', 'Gestione gare', 'Gestione Concorsi', 'Gestione PCP', 'Contratti', 'Qualifiche', 'Gestione consultazioni', and 'Esci'. The main profile section includes a 'Salva' button, a list of profile completion status indicators (Generali, Categorie CPV, Attività Impresa, Registri Pubblici, Informazioni, Organizzazione, Certificazioni, Attestazioni SOA e Fatturati), a warning message 'Il tuo profilo non è completo', and a 'Dati generali' section with input fields for 'Denominazione ** (Obbligatorio per Impresa)' (containing 'BETA spa') and 'Indirizzo PEC *' (containing 'cinziaOEttest2@gmail.com').

You can choose to save only some of the data and fill in the forms at multiple steps.

ATTENTION: You may be required to complete your profile before starting a pre-qualification process, so you are strongly advised to complete it once you have registered.

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The data entered can be updated at any time. The new data will be seen by the contracting authority, so they do not have to be communicated to it.

By way of example, if you change your certified e-mail address you do not have to communicate it to the contracting authority, but you only need to update it in your profile on the Platform.

Note: In order to communicate with the contracting authority, you elect both the “Messages” section on your profile and your certified e-mail address as your *domicilio digitale* (“digital domicile”) pursuant to D. Lgs. 36/2023, which states as follows:

“All communications and exchanges of information as stipulated by the code are carried out through the platforms of the national ecosystem referred to in Article 22 of the Digital Administration Code established by [Legislative Decree No. 82 of March 7, 2005](#), and, where not provided by the aforementioned platforms, through the use of digital domicile or, for communications between

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public administrations, pursuant to [Article 47 of the Digital Administration Code established by Legislative Decree No. 82 of 2005](#)."

6 USE OF CREDENTIALS AND ASSUMPTION OF RESPONSIBILITY

The credentials for logging into the System (user ID and password) are personal. You must keep them with the utmost care, not disclose or transfer them to third Parties and use them under their exclusive responsibility, in accordance with the principles of fairness and good faith, without prejudice to the System, the Users and third Parties.

To this end, you must adopt all the technical and organizational measures to guarantee the correct use of the credentials and undertake to communicate their theft, loss abuse or misuse to the System Manager immediately.

Please note that where third Parties know your credentials, they can access the System and conduct operations and legally binding acts which are directly attributable to you.

The contracting authorities and the System Manager are exempt from any responsibility, and you will assume all responsibility for:

- Claims for compensation and direct or indirect damages to the contracting authorities, the System Manager or third Parties as a consequence of any abuse, misuse or detrimental use of your credentials.
- Damages to you as a consequence of any misuse of your credentials.

You must reimburse the contracting authority and the System Manager for any damages they should suffer as a consequence of such events. In particular, you must bear the costs of legal proceedings in case of legal actions involving the contracting authorities or the System Manager.

Please note that the abuse, misuse, or detrimental use of your Account will lead to the immediate withdrawal of your registration.

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In any case of suspected disclosure or communication of your credentials to other Parties as well as in any case of suspected loss of confidentiality of your Account, you must immediately change your password as indicated on the Platform, provided that in any case all the acts carried out by using your credentials will be considered as legally binding and directly attributable to you.

In any case of suspected disclosure, theft, or loss of your Account you must communicate that to the System Manager immediately through the Help Desk service indicated on the Platform, which will conduct the appropriate verifications in order to identify you and suspend your Account. You must send the System Manager a copy of the police report you have filed within the following 48 hours.

The contracting authority and the System Manager reserve the right to modify your Account at any time, and in this event, they will communicate your new credentials to you.

The use of your Account credentials will unquestionably attribute to you all the expressions of will, and more generally all the actions, acts and facts implemented through the System, including the operations carried out within tender procedures, which are intended to have been carried out at the time and date resulting from the System logs, pursuant to point (u-ter) of the first paragraph of Article 1 of D. Lgs 82/2005 (Digital Administration Code).

The use of your Account does not exempt you from using a Digital Signature. Acts and documents for which a Digital Signature is required cannot be considered as valid and effective if they are not signed as requested.

You must comply with the legislative, regulatory, and contractual rules with regard to the conservation and use of your Digital Signature, and specifically with Article 28 of D.P.R. 445/2000 and Article 24 of D. Lgs. 82/2005 and any other regulations given by the Certification Body which has issued the Signature. The contracting authority and the System Manager are expressly exempt from any responsibility for detrimental consequences of any nature and for direct and indirect damages caused to you or to third Parties by reason of or in consequence of the use of your Digital Signature. For further details on the use of your Digital Signature please refer to **paragraph 3** of this User Guide.

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7 PRE-QUALIFICATION PROCESS: APPLICATION SUBMISSIONS FOR REGISTERS OF SUPPLIERS AND PROFESSIONALS, ELECTRONIC MARKETPLACE AND D.P.S. (*DYNAMIC PURCHASING SYSTEM*)

If you want to submit your application you must register on the System first (and if the contracting authority has made that mandatory, complete your profile as indicated in **paragraph 5**).

The System will propose you the following choice:

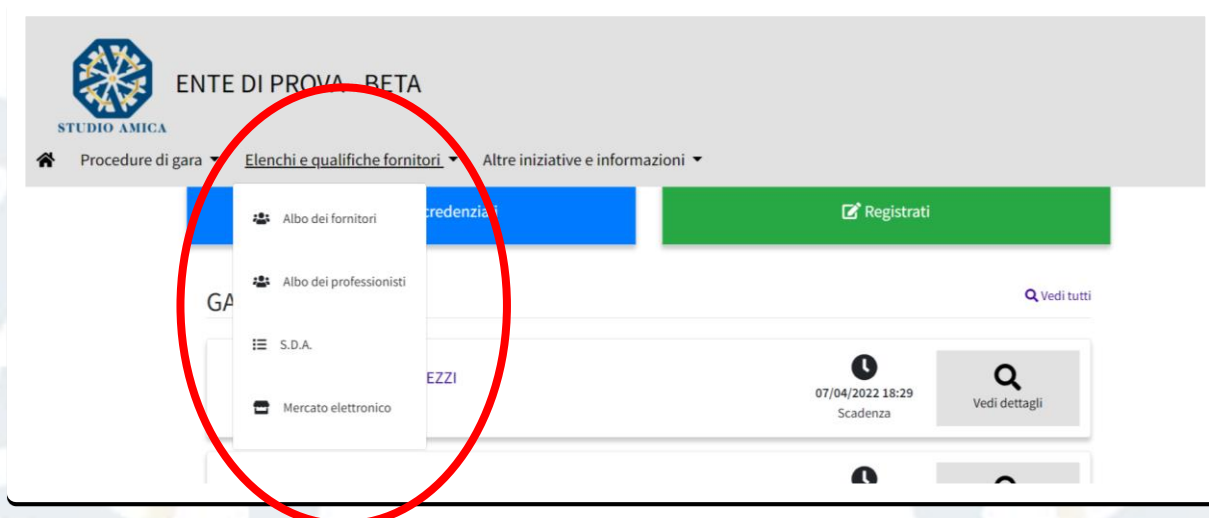
Log in or register to interact with the Platform

[Log in](#) [Register](#)

Click on the **Registers and qualifications of suppliers** button on the home page and choose one of the options on the drop-down menu:

- Register of suppliers,
- Register of professionals,
- D.P.S.,
- Electronic marketplace.

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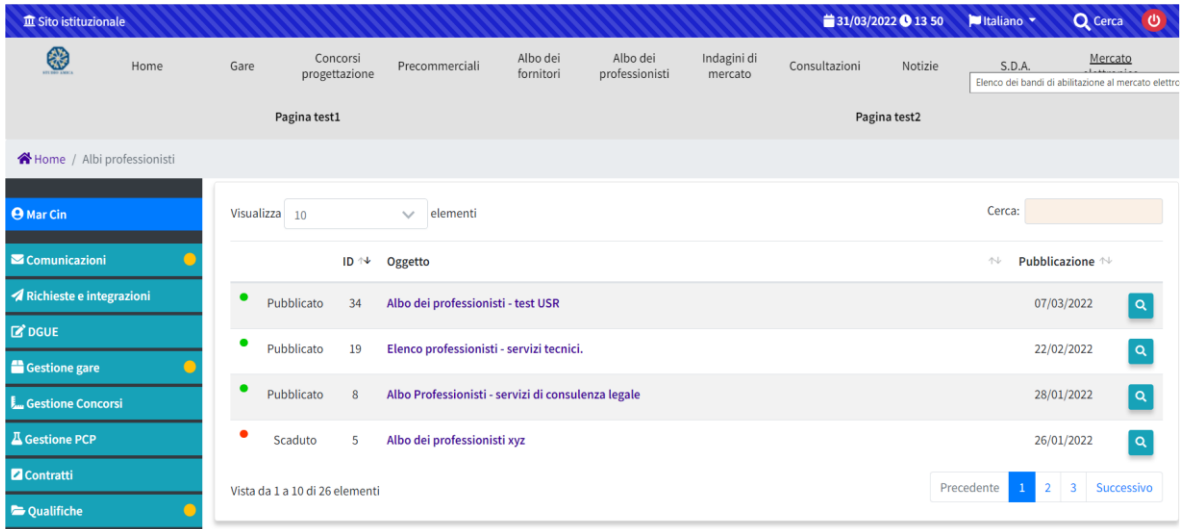


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You can submit your application for every register for which you meet the requirements. Enter the register and inspect the downloadable documentation in the register panel to learn if you meet the requirements for a given register.



The screenshot shows the 'Albi professionisti' (Professional Registers) section of the STUDIO AMICA website. The page has a blue header with the site name and navigation links. A sidebar on the left lists various services. The main content area shows a table of registers with the following data:

Status	ID	Oggetto	Publicazione
Pubblicato	34	Albo dei professionisti - test USR	07/03/2022
Pubblicato	19	Elenco professionisti - servizi tecnici.	22/02/2022
Pubblicato	8	Albo Professionisti - servizi di consulenza legale	28/01/2022
Scaduto	5	Albo dei professionisti xyz	26/01/2022

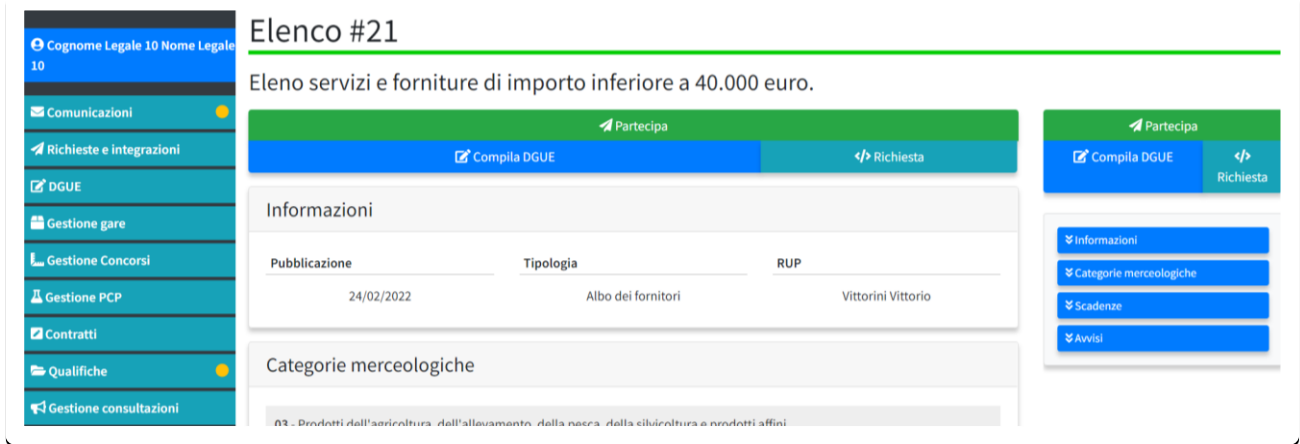
At the bottom of the table, it says 'Vista da 1 a 10 di 26 elementi' and there are pagination controls for pages 1, 2, and 3.

12

Click on the details (the magnifying glass symbol ) to view the relevant information.

You must log in to submit your application and fill in your *European Single Procurement Document* (if requested).

*Note: for further information on filling in the ESPD please refer to **paragraph 14** of this User Guide.*

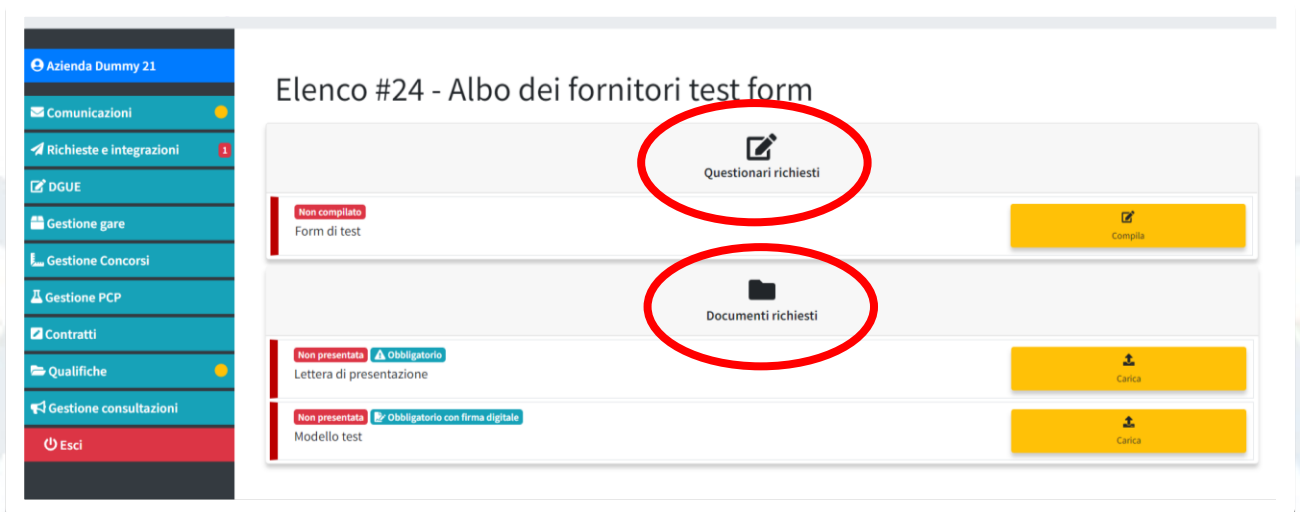


After clicking on **Participate**, you may find:

- **Requested questionnaires:** you can fill in the possible forms and upload the possible documents.

You will be notified of any “validation errors” if you have not filled in any mandatory fields. On the Panel page you can enter the form again and complete it.

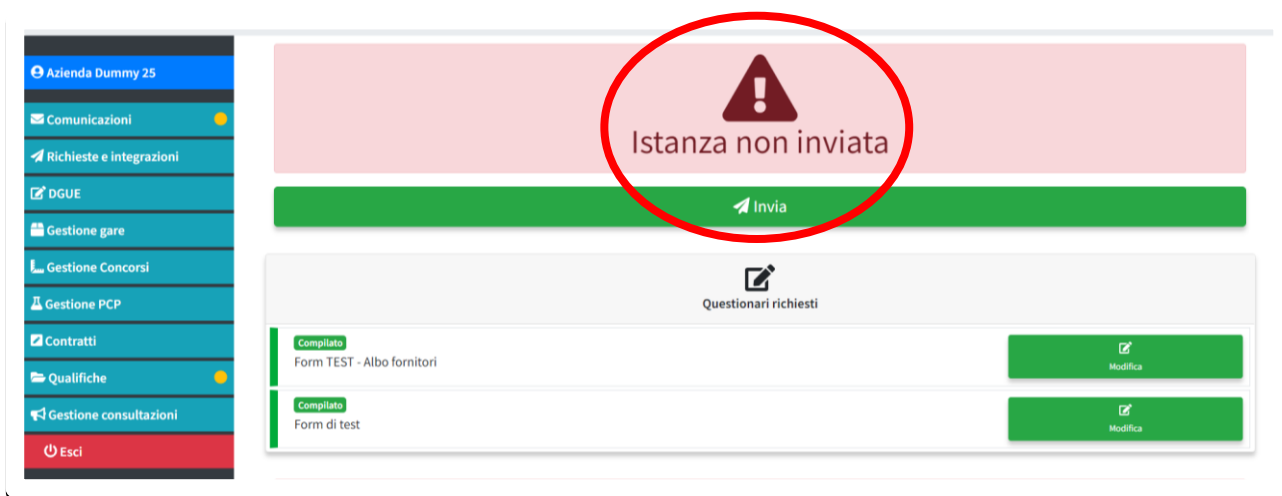
13



- **Requested documents:** you can upload the documentation requested by the contracting authority in order to submit your application for the register.

Once you have completed the possible compilation and the upload of the requested documents, click on the **Submit** button and your application will be submitted.

You will see the **Application not yet submitted** alert until you complete the procedure.



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If you need to upload multiple files to a single slot, follow these steps:

- Sign the single files (if requested),



- Create a compressed file,
- Sign the compressed file (if requested),
- Upload the compressed file to the slot.

A status bar will show you the upload progress. After uploading the file, click on the **Upload** button.

The System:

- Checks the file integrity.
- Checks the formal validity of the digital signature if it is mandatory.
- Saves the file.

You can also simply save the file(s) and submit your application at a later time.

The System will verify that all the mandatory documents are present and send a confirmation of your submission to your email address as well as the **Messages** section in the Platform menu.

15

• Domanda di partecipazione

- regolamentowhistleblowing.pdf
- Impronta hash SHA256: 9553d602545d7e8b4824303d761b39d6fe03c13af3dcf990ff65bdc2bf8bc959

• DGUE

- carta-intestata-pdf-1.p7m
- Impronta hash SHA256: 801fe3eda5712595f1dc9eabf06015146c336bb4d62d90094814d3497fa3cb65

L'istanza è stata ricevuta con successo

Un messaggio di posta elettronica certificata è stato inviato per confermare l'operazione

The System shows you the Hash code for every document you have uploaded to the Platform.

Therefore, the operation is successfully completed when you can see the confirmation of your submission in the aforementioned sections.

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If you do not see any confirmation of your submission, please verify if your session has expired and, if so, conduct the operations again.

It should be noted that the System automatically suspends the session expiry time while uploading the documents.

The submission of your application is your acceptance of the conditions laid down by this *User Guide* and the documents attached by the contracting authority.

After submitting your application and within its time limits you can click on the **Modify** button in order to:

- download the documents you have submitted,
- replace the documents you have submitted.

The screenshot displays a web interface for document management. At the top right is a close button (X). The main area is divided into two sections. The upper section, with a light green background, shows a document icon, the filename 'regolamentowhistleblowing.pdf', a green checkmark indicating 'Documento caricato', and a long alphanumeric hash. The lower section, with a white background, is titled 'Domanda di partecipazione' and features a blue progress bar with a triangle icon and the word 'Obbligatorio'. Below the bar, the text 'Domanda di partecipazione' is visible. To the right of these sections are three buttons: 'Sostituisci documento' (light grey), 'Download documento' (blue), and 'Chiudi' (red).

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You can click on the **Cancel participation** button to withdraw your application. Again, the System will send you a confirmation of your withdrawal. Your submission will be therefore cancelled.

Revoca partecipazione

Documenti richiesti

Presentata  Obbligatorio	 Modifica
Domanda di partecipazione	
Presentata  Obbligatorio con firma digitale	 Modifica
DGUE	

The outcome of the evaluation will be communicated to you through the **Messages** section as well as your email inbox. If your application is rejected, the message will indicate the reasons for the rejection. You can submit another application within the time limits of the application.

If your application has been granted, you will receive some reminders for confirming or updating your data and documents starting from a month before your application expires.

It is your responsibility to periodically check that the information you have declared are still valid and update them if necessary.

17

Requests for clarification

Click on the **Request clarification** button in the lower part of the Panel page if you need to ask any questions to the contracting authority. You can also attach documents to your request.

Chiarimenti

 Richiedi chiarimento

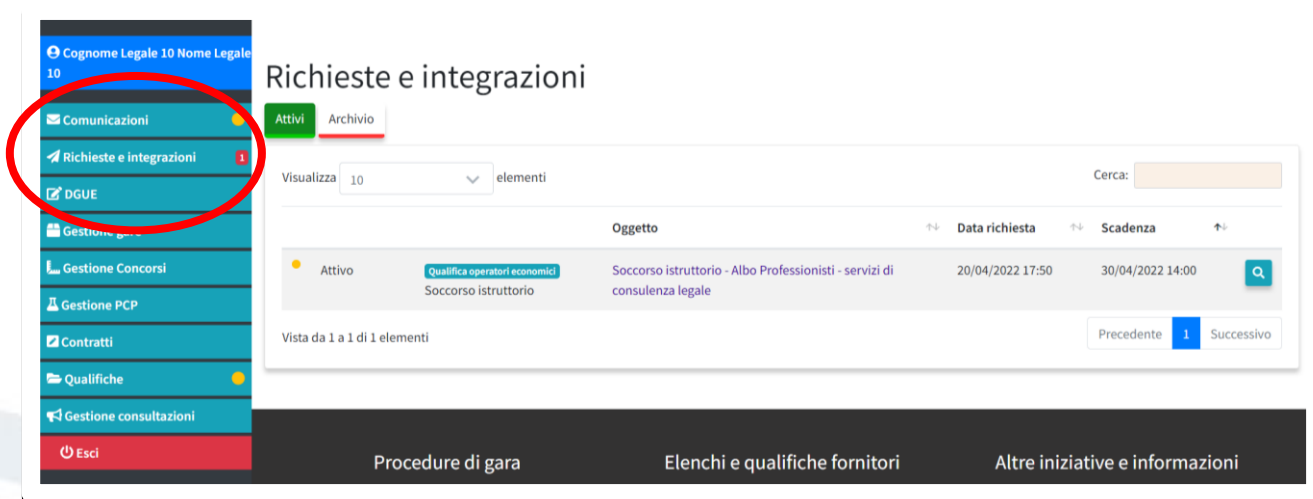
*Note: The contracting authority may or may not activate the **Clarification** section at its own discretion. If it chooses not to, you will not be shown the button.*

When the contracting authority replies to your request for clarification, a message will be sent to your **Messages** section as well as to your email inbox. The contracting authority may also publish your request and the related reply in the public area if it is considered to be of public interest.

Requests and supplements

The contracting authority can request any supplementary information to you through the **Requests and supplements** section of the menu. If so, you will see a numerical alert in that section. An email will be sent to your address as well as the alert on the Platform.

Click on the **Requests and supplements** section to reply and send the requested documents.



Richieste e integrazioni

Attivi Archivio

Visualizza 10 elementi

Cerca:

Oggetto	Data richiesta	Scadenza
Attivo Qualifica operatori economici Soccorso istruttorio	20/04/2022 17:50	30/04/2022 14:00

Vista da 1 a 1 di 1 elementi

Precedente Successivo

Procedure di gara Elenchi e qualifiche fornitori Altre iniziative e informazioni

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Click on the details (the magnifying glass symbol ) to view the request and click on **Choose file** to upload the document(s).

Richiesta

Oggetto

Soccorso istruttorio - Albo Professionisti - servizi di consulenza legale

Testo

Si richiede DGUE ...

Allegati

 Invia


Scegli file...

Note: if you have been requested for multiple files, you can upload a compressed file.

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The System will send you a confirmation of your supplement to your email inbox as well as the **Messages** section in the Platform menu.

Notices

Any messages and notices are published in the **Notices** section in the lower part of the Panel page.

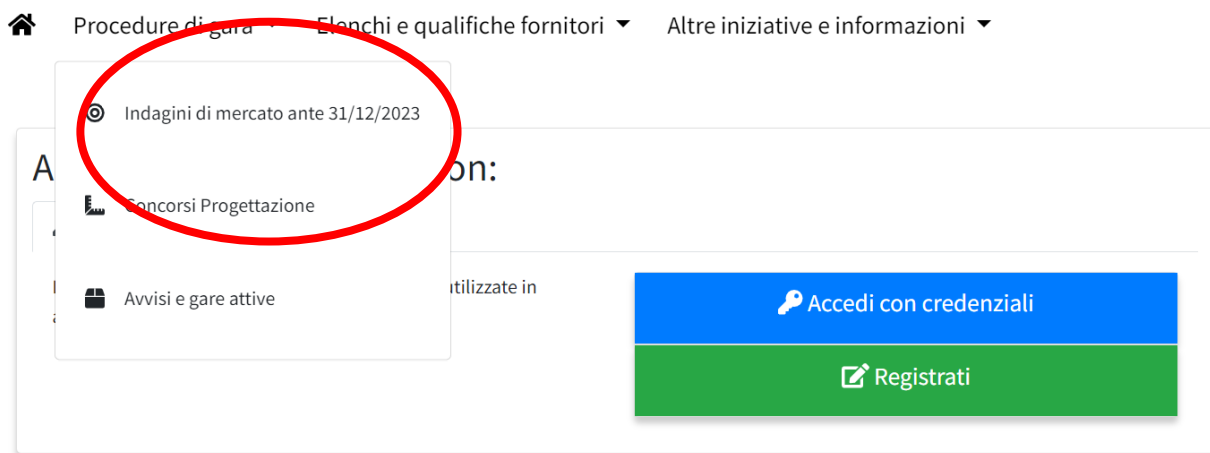
Avvisi

17/04/2022

AVVISO 1

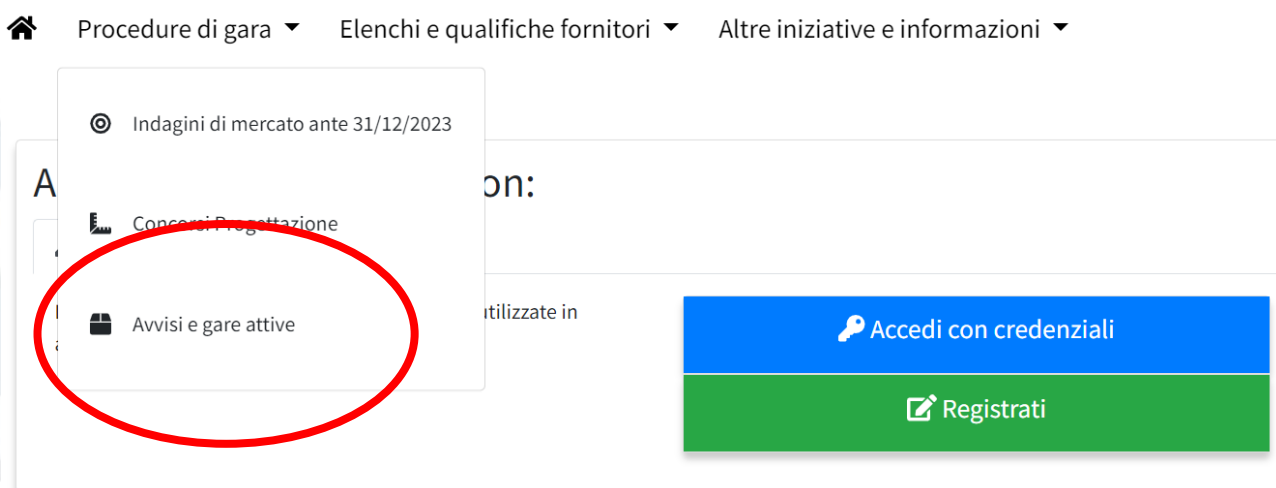
8 EXPRESSIONS OF INTEREST

Click on **Tender procedures** in the home page to view the list of the expressions of interest published before 31.12.2023.



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Click on **Tender procedures > Active Notices and Tenders** in the home page to view the expressions of interest published after 01.01.2024.



You must be registered and logged in to participate in expressions of interest.

9 STAGES FOLLOWING PRE-QUALIFICATION

The qualified economic operators in the phases referred to in the previous paragraphs are enabled to participate in the following phases as referred to in the following paragraphs, if they are invited to participate by the contracting authority in accordance with the sectorial legislation and what has been laid down by the contracting authority itself.

It should be noted that contracting authorities can resort to drawing of lots among the qualified economic operators in case of invitation-to-tender procedures (negotiated procedure, request of offer, direct award, etc.), applying a rotation system where necessary, in accordance with the sectorial legislation and what has been laid down by the contracting authority itself.

In any event, economic operators will be selected among those active and positively evaluated by the contracting authority.

It should be specified that the completion of your company or professional profile and the qualifications to registers may be decisive in order to receive an invitation. Conversely, the contracting authority can directly select economic operators not yet registered on the Platform at its own discretion, regardless of registers or expressions of interest or any other types of pre-qualification on the Platform.

If you are invited to a tender, you will receive a notification in the **Messages** section as well as in your email inbox.

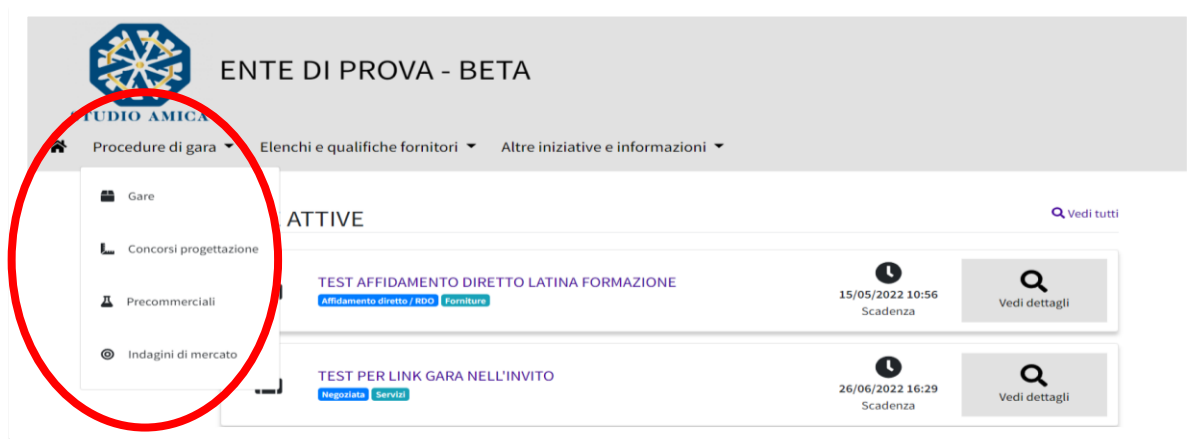
If you are not registered on the Platform yet, you will only receive a notification in your email inbox.

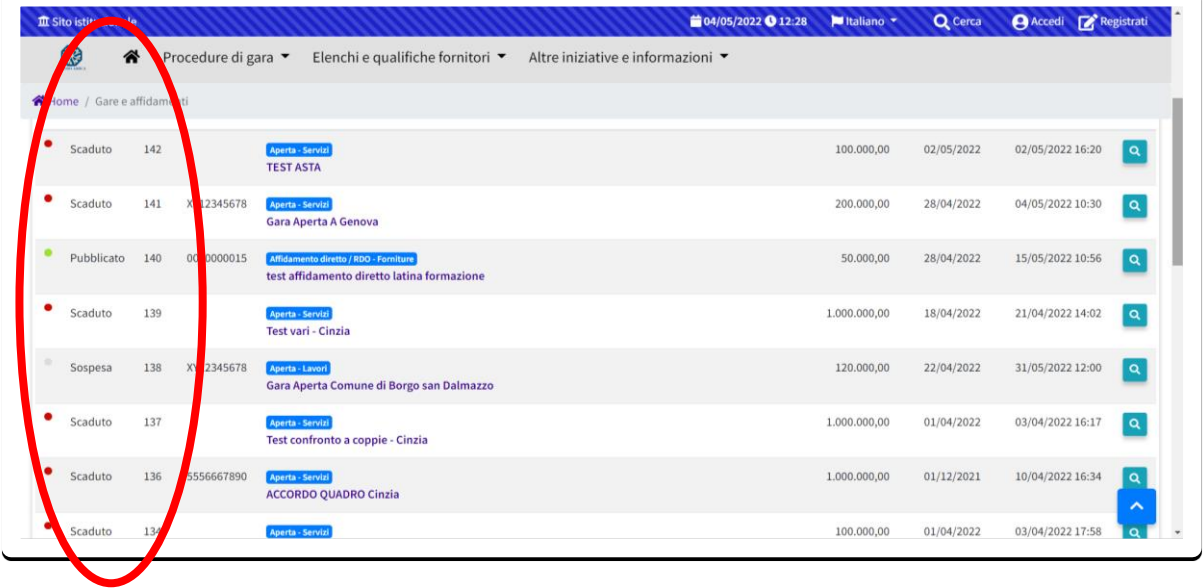
10 PARTICIPATION IN TENDERS: OPEN PROCEDURE, NEGOTIATED PROCEDURE AND DIRECT AWARD

Participation in tender procedures on the TuttoGare Platform is conducted in accordance with this User Guide and the tender documents issued by the contracting authority with regard to the specific procedure.

You must register for the Platform following the procedure described in **paragraph 4** of this User Guide and log in to your member area if you intend to participate in tenders.

Click on **Tender procedures > Active notices and tenders** in the home page to view the list of procedures organised by the contracting authority.





Stato	ID	Descrizione	Importo	Data	Scadenza	Azioni
Scaduto	142	Aperta - Servizi TEST ASTA	100.000,00	02/05/2022	02/05/2022 16:20	[Icona]
Scaduto	141	Aperta - Servizi Gara Aperta A Genova	200.000,00	28/04/2022	04/05/2022 10:30	[Icona]
Pubblicato	140	Affidamento diretto / RDO - Forniture test affidamento diretto latina formazione	50.000,00	28/04/2022	15/05/2022 10:56	[Icona]
Scaduto	139	Aperta - Servizi Test vari - Cinzia	1.000.000,00	18/04/2022	21/04/2022 14:02	[Icona]
Sospesa	138	Aperta - Lavori Gara Aperta Comune di Borgo san Dalmazzo	120.000,00	22/04/2022	31/05/2022 12:00	[Icona]
Scaduto	137	Aperta - Servizi Test confronto a coppie - Cinzia	1.000.000,00	01/04/2022	03/04/2022 16:17	[Icona]
Scaduto	136	Aperta - Servizi ACCORDO QUADRO Cinzia	1.000.000,00	01/12/2021	10/04/2022 16:34	[Icona]
Scaduto	134	Aperta - Servizi	100.000,00	01/04/2022	03/04/2022 17:58	[Icona]

Each tender is identified by a unique ID and a “stage” with a coloured dot. Each colour represents a different stage of the tender procedure.

You can participate in tenders identified by a green dot , which means the tender is “published”.

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on the details (the magnifying glass symbol ) to view the relevant information on the tender, which are:

- Tender information
- Product categories
- Lots
- Deadlines
- Attachments
- Notices

In the lower part of the page, you can view the following sections:

- **Clarification:** you can send requests for clarification to the contracting authority. Write your question and attach any documents if needed, then click on **Request clarification** and

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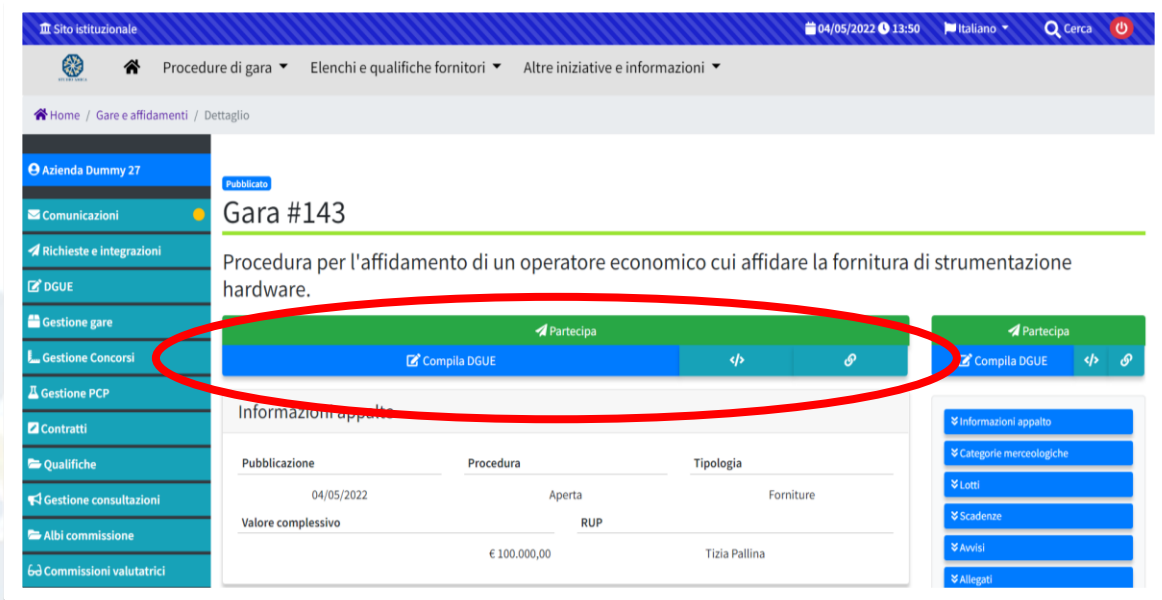
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you will be sent a confirmation of your request to the **Messages** section as well as your email inbox. When the contracting authority replies to your request you will receive a notification in the **Messages** section as well as an email in your inbox. The list of replies for clarification will be published as FAQs in the detail page of the tender.

- **Inspection requests** (*possible – if set up by the contracting authority*): you can send a request for inspection, if provided for. Write your question and attach any documents if needed, then click on **Request an inspection** and you will be sent a confirmation of your request to the **Messages** section as well as your email inbox. When the contracting authority replies to your request you will receive a notification in the **Messages** section as well as an email in your inbox.

In the upper part of the page, you can view the following sections:

- **Fill in the ESPD** (European Single Procurement Document) (*possible – if set up by the contracting authority*). Please read **paragraph 15** of this *User Guide* to learn how to fill in the ESPD.



The screenshot shows the STUDIO AMICA website interface. The top navigation bar includes 'Sito istituzionale', a date/time stamp '04/05/2022 13:50', a language selector 'Italiano', and a search bar. The main navigation menu on the left lists various sections: 'Azienda Dummy 27', 'Comunicazioni', 'Richieste e integrazioni', 'DGUE', 'Gestione gare', 'Gestione Concorsi', 'Gestione PCP', 'Contratti', 'Qualifiche', 'Gestione consultazioni', 'Albi commissione', and 'Commissioni valutatrici'. The main content area displays the details of 'Gara #143', which is a 'Procedura per l'affidamento di un operatore economico cui affidare la fornitura di strumentazione hardware'. Below the title, there are two 'Partecipa' buttons, one of which is highlighted with a red circle. The 'Informazioni appalto' section provides details about the tender, including the publication date (04/05/2022), the procedure type (Aperta), the typology (Forniture), the value (€ 100.000,00), and the RUP (Tizia Pallina).



STUDIO AMICA

- **Participate.** It should be noted that this button will only be visible until the term limits for submitting tender bids laid down by the contracting authority, after which it will no longer be possible to submit your bid or complete any operations that have already been started.



The System does not accept requests or bids submitted after the date and time laid down as the tender deadline. It should be specified that the deadline is at the first second after the time laid down, not at the following minute. For example: if the deadline is set for 12:00 PM, this time should be understood as 12:00:00 PM. Therefore, bids submitted after 12:00:01 PM are considered late and will not be accepted by the System.

Tender participation procedure

After filling in the ESPD, if necessary, click on the **Participate** button to submit your bid. This button will be visible until the term limits for submitting tender bids; after this deadline, it will no longer be possible to submit your bid or complete any operations that have already been started.

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It is essential, therefore, that the participation procedures are completed before the tender deadline.



The System does not accept requests or bids submitted after the date and time laid down as the tender deadline. It should be specified that the deadline is at the first second after the time laid down, not at the following minute. For example: if the deadline is set for 12:00 PM, this time should be understood as 12:00:00 PM. Therefore, bids submitted after 12:00:01 PM are considered late and will not be accepted by the System.

After clicking on the **Participate** button, you will view the following screen:

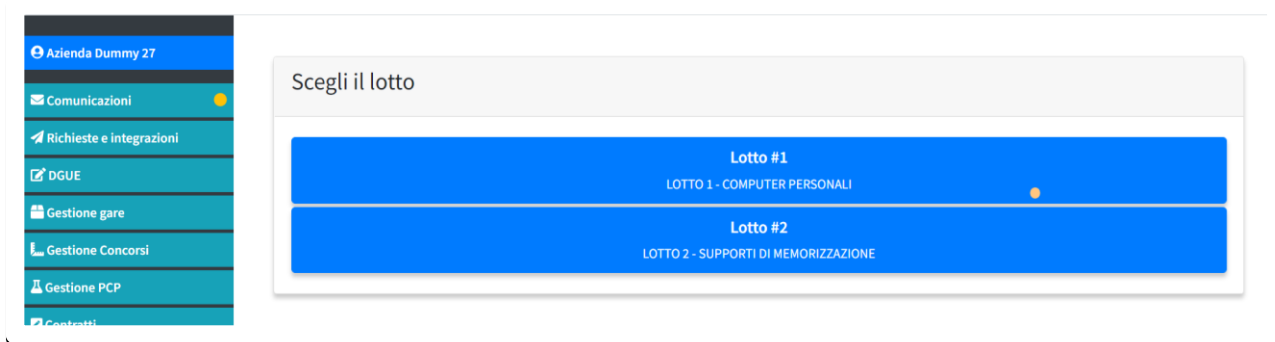
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In multi-lot procedures, before viewing the screen, you will have to select the lot(s) you intend to participate in, based on the requirements laid down in the tender documents, and then enter a lot of interest as needed.



If you intend to participate in a Temporary Association of Companies (RTI) or in a consortium, enter the related structure by clicking on:

+ Add participant to the Group

and filling in the required fields:

- Country

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- Corporate Tax Code
- Business name
- Role in the group/consortium: member company/consortium member

The System shows the following message:

In the case of participation as a Group of economic operators, the responsibility for submitting the documentation to the Platform rests solely with the Lead Economic Operator, who must add the companies that are part of the group into the System before sending the documentation. Registration on the Platform is mandatory for the Lead Economic Operator, whereas it is not mandatory for the member companies of the group.

In any event, please refer to the requirements laid down in the tender documents.

Member companies of the group can also fill in the ESPD in the manner laid down in paragraph 15 of this User Guide.

ATTENTION: If you participate as a Group of economic operators you are advised to enter the group structure immediately. If you enter or modify it after uploading the Technical or Financial bid, the System will automatically cancel those bids and will require you to upload them again.

Reliance on the capacity of others

In the case of reliance on the capacity of others, pursuant to Article 104 of D. Lgs. 36/2023, the responsibility for submitting the documentation to the Platform rests solely with the Lead Economic Operator, who must add the auxiliary companies into the System before sending the documentation. Registration on the Platform is mandatory for the Lead Economic Operator, whereas it is not mandatory for the other companies.

Avvalimento

Stato	Codice Fiscale impresa	Ragione Sociale	Ruolo	Sogg. Riferimento
+ Aggiungi partecipante all'avvalimento				
Salva				

In caso di partecipazione in avvalimento d'impresa, l'onere della trasmissione alla Piattaforma della documentazione è in carico unicamente all'Operatore Economico Capogruppo che, prima dell'invio della documentazione, dovrà inserire nel sistema le ditte facenti parte dell'avvalimento. La registrazione al portale è obbligatoria per l'Operatore Economico mandatario mentre non è obbligatoria la registrazione al portale degli Operatori Economici mandanti.

The economic operator can enter the data related to the possible auxiliary companies.

Avvalimento

Stato	Codice Fiscale impresa	Ragione Sociale	Ruolo	Sogg. Riferimento
Italia	Codice Fiscale impresa	Ragione Sociale	Seleziona	Seleziona...
+ Aggiungi partecipante all'avvalimento				
Salva				

In caso di partecipazione in avvalimento d'impresa, l'onere della trasmissione alla Piattaforma della documentazione è in carico unicamente all'Operatore Economico Capogruppo che, prima dell'invio della documentazione, dovrà inserire nel sistema le ditte facenti parte dell'avvalimento. La registrazione al portale è obbligatoria per l'Operatore Economico mandatario mentre non è obbligatoria la registrazione al portale degli Operatori Economici mandanti.

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ATTENTION: In the case of reliance on the capacity of others you are advised to enter the group structure immediately. If you enter or modify it after uploading the Technical or Financial bid, the System will automatically cancel those bids and will require you to upload them again.

Below the Group and Reliance sections, you will see the telematic “**Envelops**”, where you can enter all the required tender documents. There can be two types of telematic “Envelops”, based on the award criterion laid down in the specific procedure.

For tenders with the “lowest price” criterion the Envelops are:

- **Administrative Envelope**

➤ Economic Envelope

For tenders with the “best price-quality ratio” criterion the Envelops are:

- Administrative Envelope
- Technical Envelope
- Economic Envelope

Note: The contracting authority may not create one or more types of Envelopes (and bids). For example, in the case of fixed-price tenders, it may only create Envelops A and B.

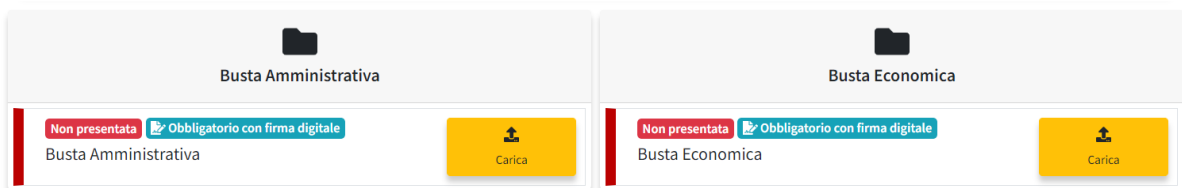
[Uploading the tender documents](#)

The methods for uploading the tender documents vary according to the configuration laid down by the contracting authority.

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Method 1: uploading the envelopes WITHOUT A SLOT for each document

In this case you can upload a compressed file containing all the required documents. Therefore, you will click on the **Upload** button and upload **a single file** (.Zip, .Pdf., etc.) in each Envelope.



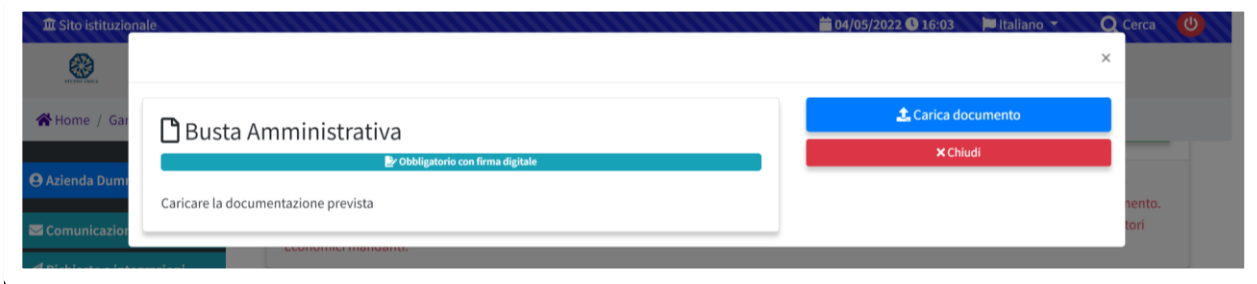
Busta Amministrativa	Busta Economica
Non presentata Obbligatorio con firma digitale Carica	Non presentata Obbligatorio con firma digitale Carica

Attention: please refer to the documents laid down by the contracting authority for information on the signature of the single documents and the compressed file. In any event, it should be noted that the System indicates if the file is:

1. **Non mandatory**
2. **Mandatory with a qualified digital signature**
3. **Mandatory without a qualified digital signature**

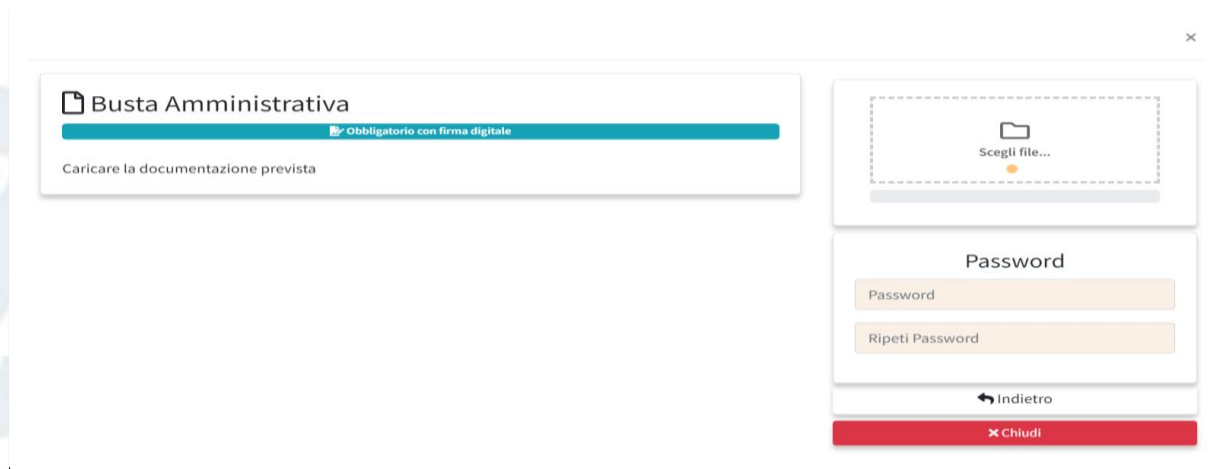
*Note: for further information on the use of the digital signature please refer to **paragraph 3** of this User Guide.*

After clicking on **Upload**, you will see the section where you can upload the document:



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Click on **Upload document**, then click on **Choose file** and choose it directly from your device.



After uploading the document, choose and enter a **password**, which must be at least twelve characters long and must contain at least an uppercase letter, a lowercase letter, a number, and a symbol. This password is necessary for the encryption of the Envelope in order to protect its confidentiality and inviolability.

After entering the password, click on **Upload**. The System will verify:

- The integrity of the file
- The formal validity of the digital signature on the file (*when required*)
- The encryption of the file
- The saving of the file

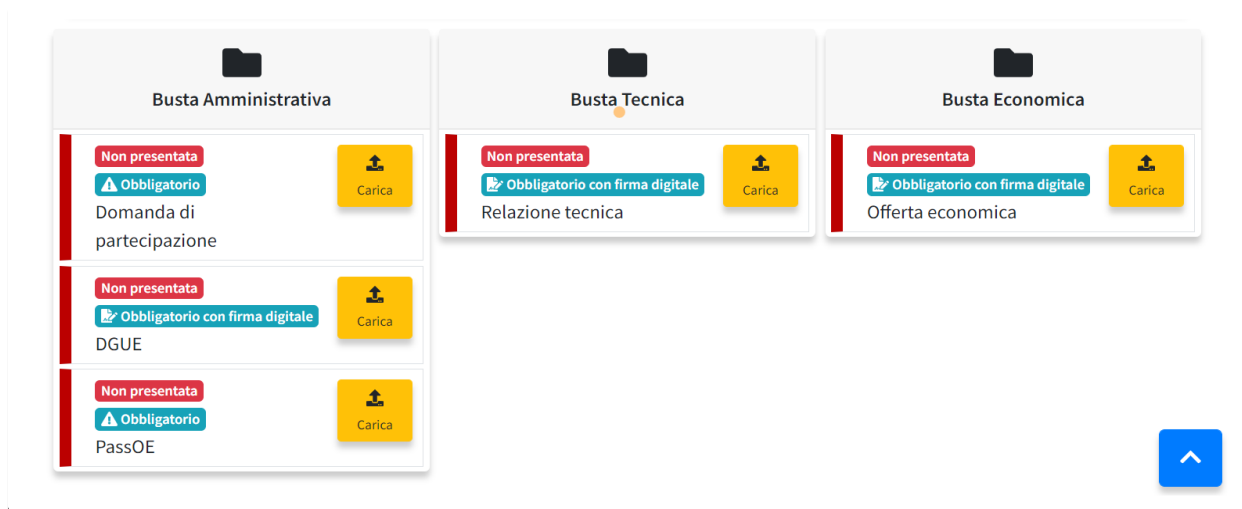
and will confirm the operation has been successfully completed.



Come back to the tender panel in order to upload the following Envelops. Repeat the operation for each Envelope.

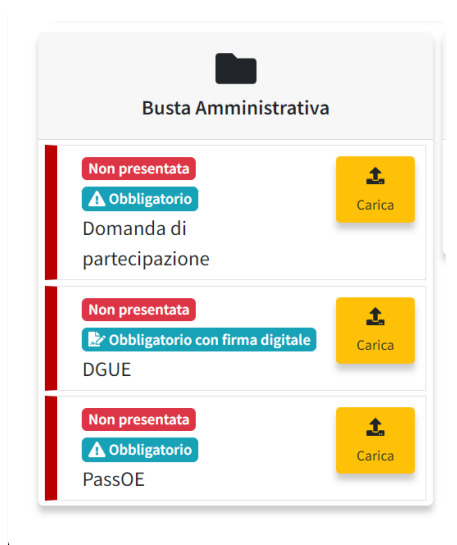
Method 2: uploading the envelopes WITH A SLOT for each document

Differently from the above paragraph, there may be more than one slot in a single Envelope, therefore one slot for each document which must be uploaded, as in the picture below.



Busta Amministrativa	Busta Tecnica	Busta Economica
Non presentata Obbligatorio Domanda di partecipazione Carica	Non presentata Obbligatorio con firma digitale Relazione tecnica Carica	Non presentata Obbligatorio con firma digitale Offerta economica Carica
Non presentata Obbligatorio con firma digitale DGUE Carica		
Non presentata Obbligatorio PassOE Carica		

The System indicates the type of document to be uploaded to each slot and whether each slot is mandatory or non-mandatory.



Busta Amministrativa
Non presentata Obbligatorio Domanda di partecipazione Carica
Non presentata Obbligatorio con firma digitale DGUE Carica
Non presentata Obbligatorio PassOE Carica

For each slot, click on **Upload** and follow the aforementioned instructions, which are summarized below:

Upload ->

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Upload document ->

Choose file ->

Password ->

Upload ->

Return to panel to continue the operations

Online bid generation

Differently from the administrative Envelope, the Technical and Financial Bid may be generated on-screen. In this case, click on **Upload**, then click on **Generate offer document** and fill in the form.

Offerta economica

Obbligatorio con firma digitale

Caricare il file generato dal sistema in merito alla compilazione dell'offerta economica

Genera documento offerta

Chiudi



This method only applies to “quantitative” criteria which imply an automatic offer evaluation. The System applies the formula selected by the contracting authority among the following ones (for any further details on the formulas please refer to *Linee Guida Anac n. 2* on the most economically advantageous tender):

The formula applied for the calculation of the score is shown next to the online form you must fill in.

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PRESENTA LA SEGUENTE OFFERTA INCONDIZIONATA

Offerta economica

Ribasso percentuale sull'importo a base di gara.

Formula applicata per il calcolo del punteggio

$$P_i = P_{\max} \times O_i / O_{\max}$$

Please note that the formula is exclusively selected by the contracting authority, and it is indicated in the tender documents.

In all cases where online bid generation is required, click on **Generate offer document** and fill in the form in accordance with the requirements laid down in the tender documents.

Note: You will always view the *Safety costs* field and the *Labour costs* field. Fill them in accordance with the requirements laid down by the sectoral regulations and the contracting authority. If the latter has not indicated these costs, fill in those fields with a zero (0).

After uploading the document, choose and enter a **password**, which must be at least twelve characters long and must contain at least an uppercase letter, a lowercase letter, a number, and a symbol. This password is necessary for the encryption of the Envelope in order to protect its confidentiality and inviolability.

After entering the password, click on **Generate offer** and a .pdf/A file will be created with your online-generated bid.

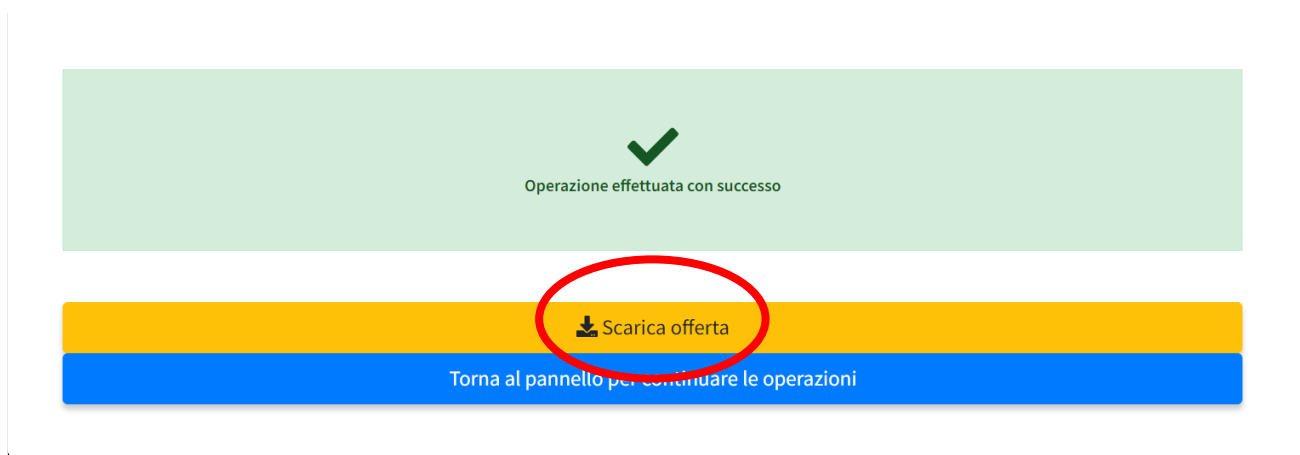
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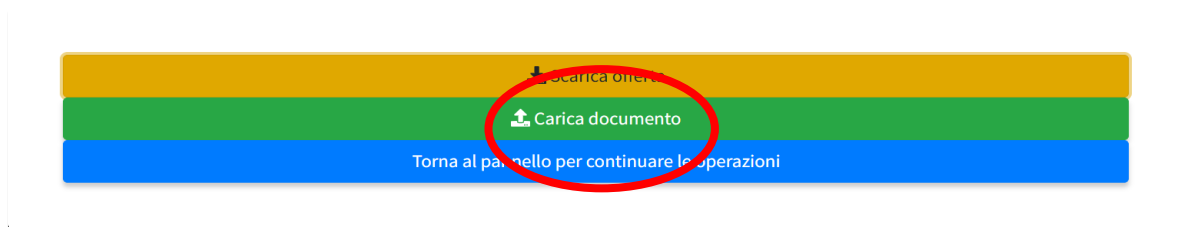
STUDIO AMICA



Then follow the steps below:

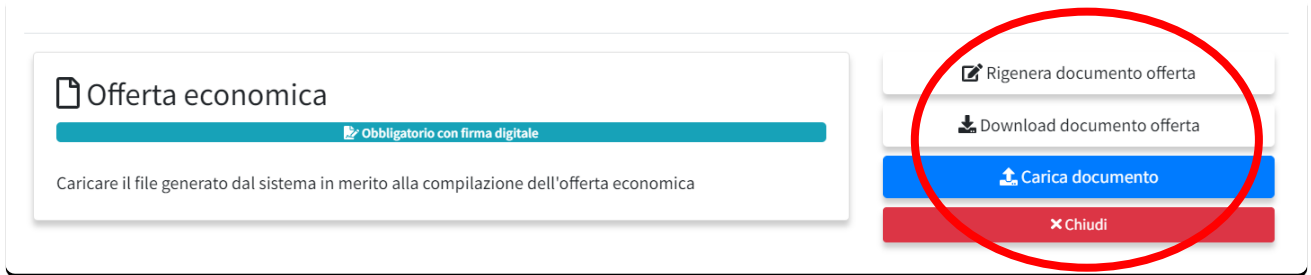
- Click on **Download offer** to download the file.
- Sign the document as required by the contracting authority.
- Click on **Upload** document to upload the signed file.

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Then the screen below will be displayed:

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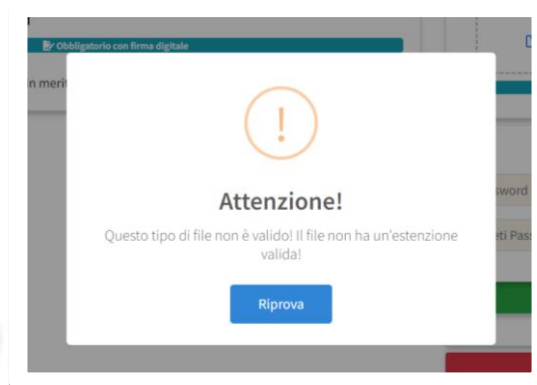


- **Regenerate offer document:** you can fill in the form again.
- **Download offer document:** you can download the file again.
- **Upload document:** you can upload the offer file you have downloaded.

Note: if you need to upload multiple documents to the Economic Envelope you can create a compressed file with all the required documents and sign them in accordance with the requirements laid down by the contracting authority.

WARNINGS

- If a slot is mandatory with a digital signature, you cannot upload .doc files. In this case you will see this error:



- If a slot is mandatory with a digital signature and the uploaded file is not digitally signed or is signed with a non-valid signature as referred to in **paragraph 3** of this *User Guide*, you will see this error:



- If the uploaded file is different from the file generated on-screen (e.g. it is modified, even simply printed and scanned), you will see this error:



You are advised to follow the technical instructions below:

- The file generated on-screen must not be modified in any way. Any type of modification, even a simple print and scan, will modify the file's hash and jeopardise its recognition.



STUDIO AMICA

Please note that other factors may also jeopardise the file's recognition, e.g. sending the file by email and then uploading it from a different device from the one it has downloaded it.

You are strongly advised to upload the file generated by the System from the same device to which the file has been downloaded.

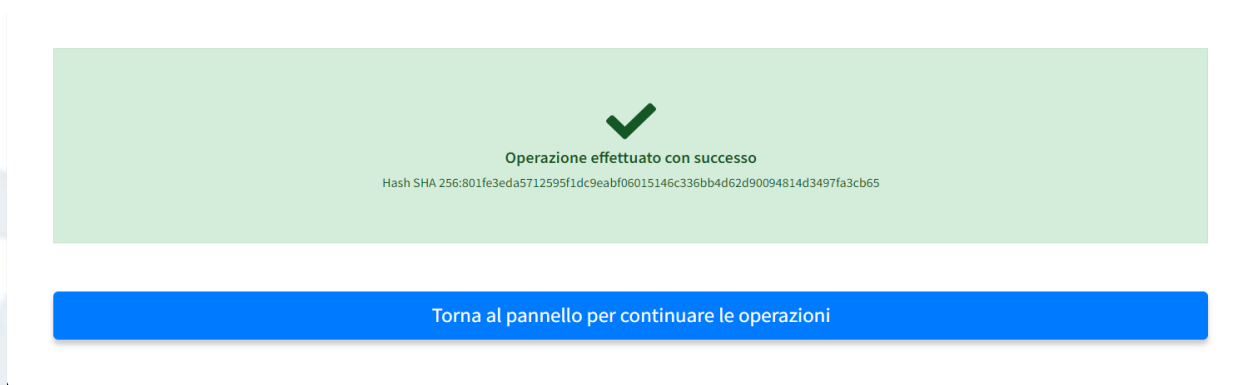
- Some types of file compressions may result in an error. The only accepted formats are .Zip, .Rar e .7Zip.

You are strongly advised to compress files in the following manner:

- Right mouse button
 - "Send to"
 - Compressed folder
- Any further errors may occur if a special character is in the name of the file.

You are strongly advised to avoid special characters.

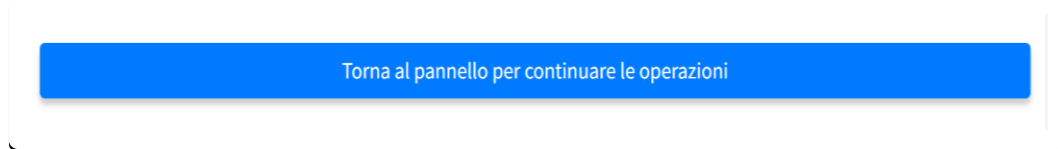
Each time you complete the upload of a file, a positive feedback message is displayed:



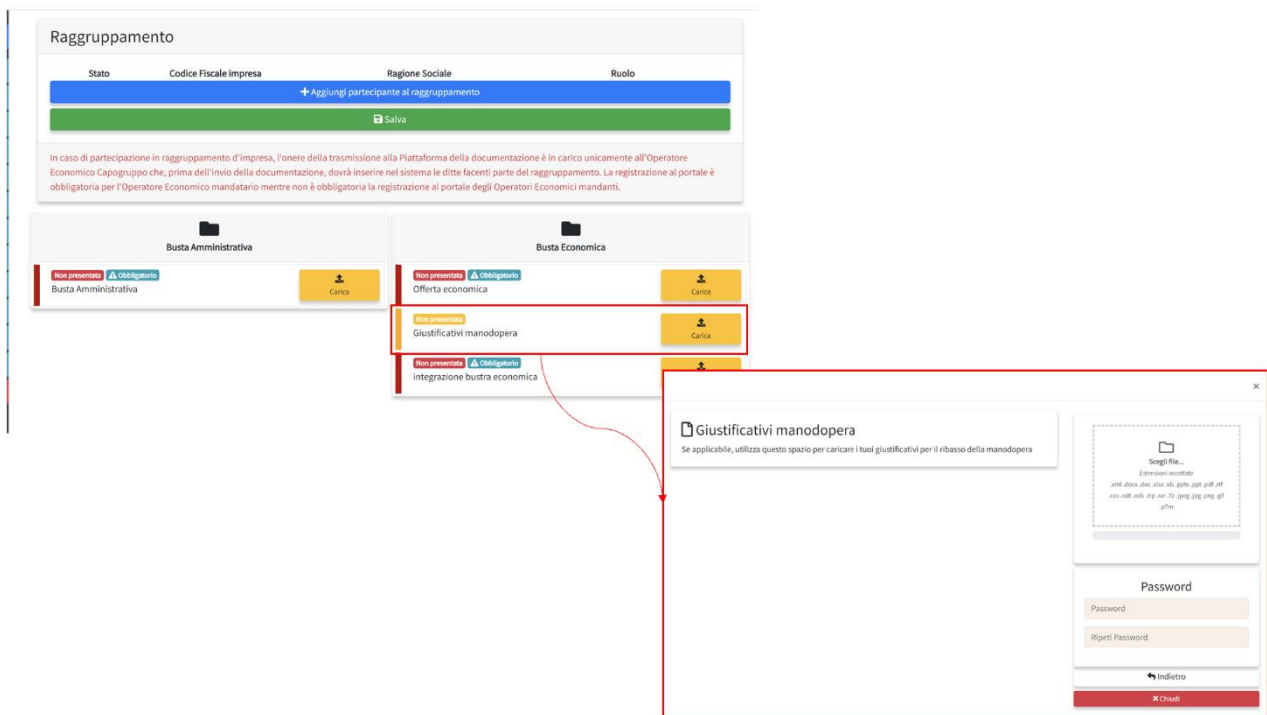
Repeat the operation for each document required in the individual Envelops and for each telematic Envelope.

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Click on the button below and go back to the tender panel.



Where the contracting authority has provided for it, you can upload the necessary documents to justify labour costs in the appropriate slot, pursuant to Article 41 of D. Lgs 36/2023:



Submission of the bid

After uploading all the “**Envelops**” with the required documentation, click on the **SEND** button. The “*Bid not yet submitted*” alert warns that your bid has not been submitted yet.

Please note that merely uploading the documentation is not sufficient for participation. You will complete your submission of the bid only after sending your offer. If you do not click on SEND, your bid will not be submitted to the contracting authority.



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When you click on SEND, the System verifies that all the Envelops have been sent and all the mandatory documentation has been uploaded and it displays the following message:



STUDIO AMICA

- Busta Amministrativa
 - DGUE
 - carta-intestata-pdf-7.p7m
 - Impronta hash SHA256: 801fe3eda5712595f1dc9eabf06015146c336bb4d62d90094814d3497fa3cb65
- Busta Economica
 - Offerta economica
 - offerta-economica-34-pdf.p7m
 - Impronta hash SHA256: 93e54de9e2442ba2e704e9c3bc2877b301c9289c97c70342550a1676caf136b3



La partecipazione è stata ricevuta con successo

Un messaggio di posta elettronica certificata è stato inviato per confermare l'operazione

A notification will be sent to the **Messages** section as well as your email inbox when you have successfully submitted your bid.

You can consider your bid as submitted only after receiving such messages.

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Busta Amministrativa

Presentata

DGUE

Modifica

Busta Economica

Non presentata

Modello di offerta

Carica



Offerta non inviata

 Invia

Note: if you need to modify and/or replace an uploaded document, you can do it without completing your submission.

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STUDIO AMICA

Busta Amministrativa	Busta Economica
Presentata DGUE Modifica	Presentata Modello di offerta Modifica
✓ Offerta inviata	
Revoca partecipazione	

If you need to modify and/or replace an uploaded document after submitting your bid, within the tender deadline, you can conduct this operation, but the System will withdraw your bid, and you will need to submit it again.

Within the tender deadline you can:

- View the uploaded documentation,
- Replace the documentation you have already sent. The new files will entirely replace the previously sent ones,
- Regenerate the Technical or Financial bid. The new files will entirely replace the previously sent ones. **ATTENTION: the offer regeneration will result in the automatic withdrawal of your submission,**
- Modify the structure of the Group or the Reliance. **ATTENTION: the modification of the Group or Reliance sections will result in the automatic withdrawal of your submission,**
- withdraw your bid by clicking on the **Withdraw bid** within the tender deadline.



In the case of withdrawal, a notification will be sent to the **Messages** section as well as your email inbox. The withdrawn bid will be deleted by the System and will not be submitted.

 A new submission is compulsorily required each time an offer is regenerated or replaced.

 The System does not accept requests or bids submitted after the date and time laid down as the tender deadline. It should be specified that the deadline is at the first second after the time laid down, not at the following minute. For example: if the deadline is set for 12:00 PM, this time should be understood as 12:00:00 PM. Therefore, bids submitted after 12:00:01 PM are considered late and will not be accepted by the System.

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 You are advised to submit your bid well in advance so that the contracting authority and/or the System Manager can assist you in the case you had any issues with the use of the platform due to your little experience of the Platform.

The bid submitted within the tender deadline is binding for the economic operator participating in the tender.

The submission of your bid is your acceptance of the conditions laid down by this *User Guide* and the documents attached by the contracting authority.

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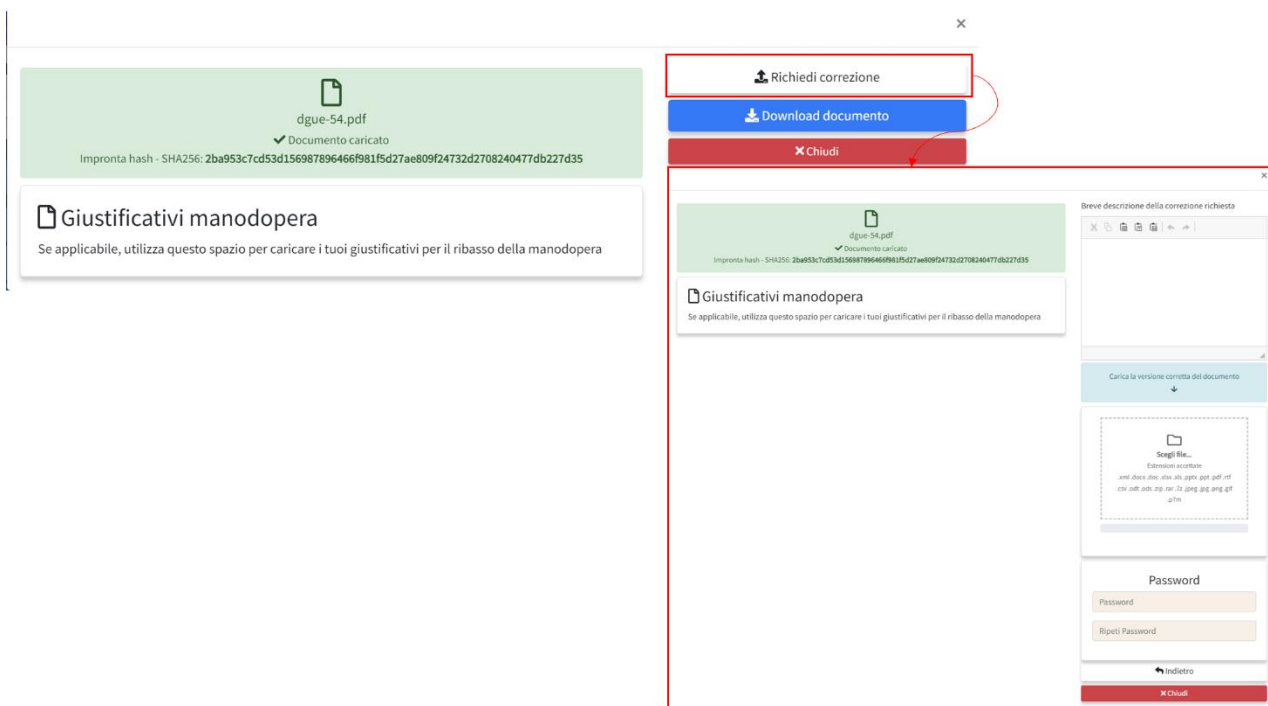
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11 OFFER AMENDMENT SYSTEM

You can request the correction of a material error in the Technical or Financial bid, which was discovered after the tender deadline, using the same procedure as for submitting your bid, up to the day set for the opening of the envelopes, pursuant to Article 101, paragraph 4 of D. Lgs. 36/2023.

The correction must not result in the submission of a new bid or in any way its substantial modification.

You can upload your correction in the tender Panel, if that has been provided for by the contracting authority:



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If it is not possible to correct the document under the Law, the System will not allow you to do that:

✕


offerta-economica-62.pdf
✓ Documento caricato
Impronta hash - SHA256: bf508436944a7fe92ec271be3b01b6c3deca7aac8fc9197d93b6bcd7f2d8b066

 Offerta economica

⚠ Obbligatorio

Caricare il file generato dal sistema in merito alla compilazione dell'offerta economica

❗ Documento non emendabile
La richiesta di correzione può intervenire solo sulle componenti tecniche ed economiche dell'offerta purchè la rettifica non comporti una modifica sostanziale

Download documento

✕ Chiudi

12 ELECTRONIC AUCTION

In the event that the contracting authority has provided to carry out an auction in the phase following the evaluation of offers and the preparation of the ranking, the competition is reopened among the remaining economic operators.

The auction only takes place after the identification of the best offer, once the Contracting Authority has finished verifying the documentation, evaluating the offers and related activities (such as requests for supplements, requests for justification for abnormal bids, requests for clarifications, etc.), and preparing the ranking.

The resulting best offer is the basis for conducting the following competition.

Each remaining operator receives the following information with regard to the auction in the **Messages** section as well as your email inbox:

- **Date and time of the beginning of the Auction,**
- **Date and time of the end of the Auction,**
- **Base time:** the period after which, if there is only one higher bid with no subsequent higher bids, the auction will close before its scheduled date and time. The base time only starts if there is at least one

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higher bid, beginning from the date and time that bid is submitted. If there are not any higher bids within the base time, the auction will close at the scheduled date and time.

Note: the setting of the time base is at the absolute discretion of the contracting authority, which lays down whether the economic operators will have to submit their higher bids within a certain deadline for each auction.

Practical example:

Auction starts on 1.5.2022 at 15:00

Auction ends on 1.5.2022 at ore 17:00

Base time: 15 minutes.

The operator ALPHA COMPANY submits a higher bid at 15:30 and a 15-minute countdown (time base) starts at that time. If no other companies submit higher bids until 15:45, ALPHA COMPANY will win the auction.

Therefore, the auction closes:

- At the end of its natural deadline (17:00) if higher bids have been submitted during base time
 - At the end of base time if no higher bids have been submitted during base time.
 - **Minimum bid increase:** the minimum raise in percentage which each operator must make with respect to the best bid submitted during the tender.
- Practical example:** the operator ALPHA COMPANY is the best tenderer with a 10% reduction. The contracting authority will provide that each operator must make a 1% minimum bid increase during the auction. This means that each operator (including the best tenderer) must make at least a 1% bid reduction on the starting bid amount.
- **Ranking visibility:** the real-time visibility of the bids submitted by each tenderer. If it is not shown, each tenderer will only view the best bid (not the operator who submitted it) and their position in the ranking.

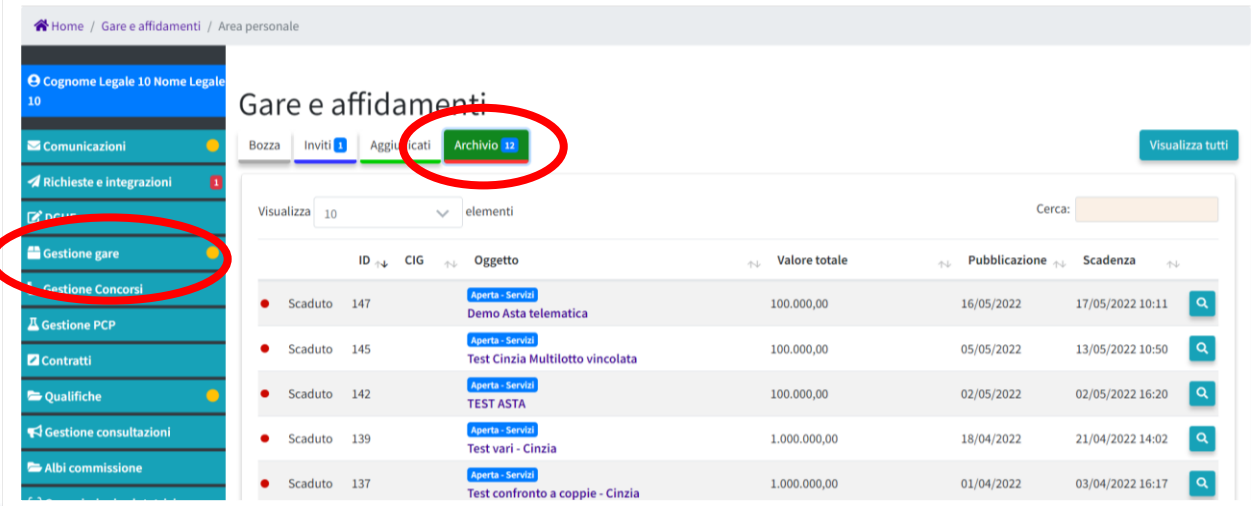
Note: ranking visibility is at the absolute discretion of the contracting authority, which lays down whether the ranking must be visible or non-visible to the operators for each auction.

Methods for participating in the auction

The auction only opens after all the tender operations referred to in **paragraph 10** have been completed.

After the ranking and the best bid have been determined, the aforementioned information on the auction process is sent to each operator's **Messages** section as well as their email inbox.

If you intend to participate in the auction, log in and click on **Tender manager** -> **Archive** and then click on the details (the magnifying glass ) of the tender procedure.



Home / Gare e affidamenti / Area personale

Cognome Legale 10 Nome Legale 10

Comunicazioni Richieste e integrazioni

Gestione gare

Gestione Concorsi

Gestione PCP

Contratti

Qualifiche

Gestione consultazioni

Albi commissione

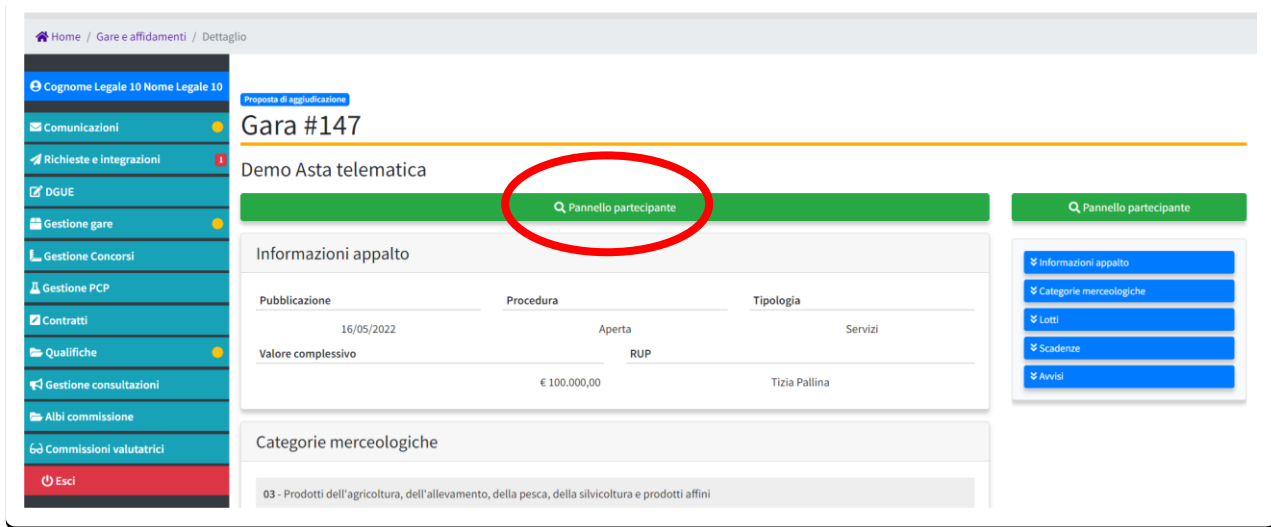
Gare e affidamenti

Bozza Inviti 1 Aggiornati Archivio 12 Visualizza tutti

Visualizza 10 elementi Cerca:

	ID	CIG	Oggetto	Valore totale	Pubblicazione	Scadenza
Scaduto	147		Aperta - Servizi Demo Asta telematica	100.000,00	16/05/2022	17/05/2022 10:11
Scaduto	145		Aperta - Servizi Test Cinzia Multilotto vincolata	100.000,00	05/05/2022	13/05/2022 10:50
Scaduto	142		Aperta - Servizi TEST ASTA	100.000,00	02/05/2022	02/05/2022 16:20
Scaduto	139		Aperta - Servizi Test vari - Cinzia	1.000.000,00	18/04/2022	21/04/2022 14:02
Scaduto	137		Aperta - Servizi Test confronto a coppie - Cinzia	1.000.000,00	01/04/2022	03/04/2022 16:17

Click on **Tenderer panel** and begin the operations for participating in the auction.



Home / Gare e affidamenti / Dettaglio

Cognome Legale 10 Nome Legale 10

Comunicazioni

Richieste e integrazioni

DGUE

Gestione gare

Gestione Concorsi

Gestione PCP

Contratti

Qualifiche

Gestione consultazioni

Albi commissione

Commissioni valutatrici

Esci

Proposta di applicazione

Gara #147

Demo Asta telematica

Pannello partecipante

Informazioni appalto

Pubblicazione	Procedura	Tipologia
16/05/2022	Aperta	Servizi
Valore complessivo	RUP	
	€ 100.000,00	Tizia Pallina

Categorie merceologiche

03 - Prodotti dell'agricoltura, dell'allevamento, della pesca, della silvicoltura e prodotti affini

Informazioni appalto

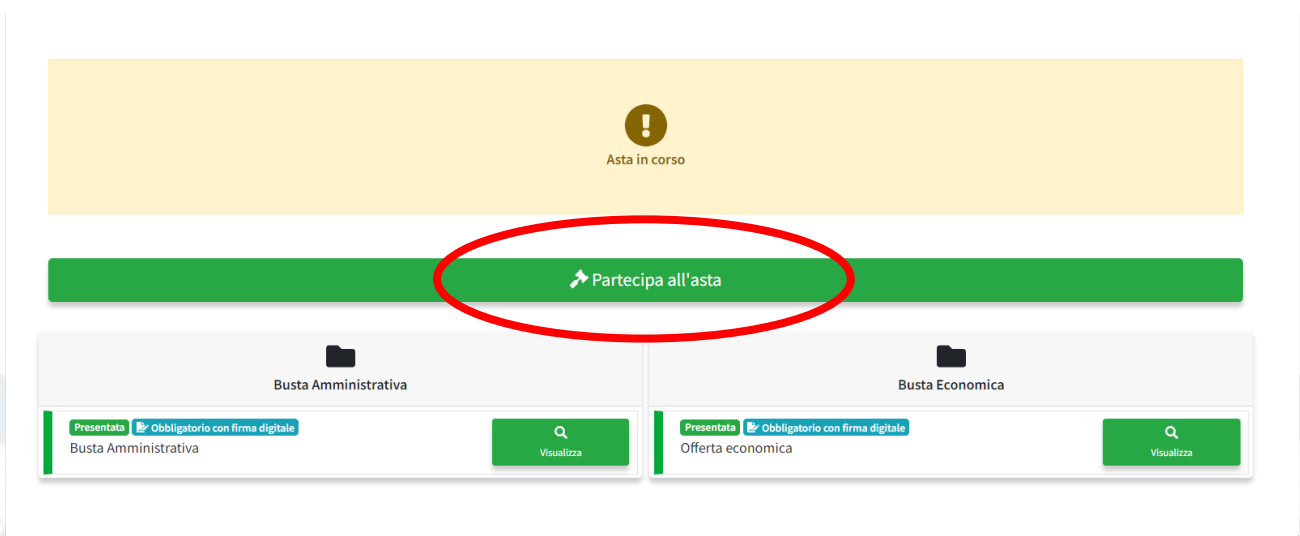
Categorie merceologiche

Lotti

Scadenze

Avvisi

In the **Tenderer panel** you will see the bids submitted in the previous stage of the tender and the **Participate in the auction** button.



Asta in corso

Partecipa all'asta

Busta Amministrativa

Presentata Obbligatorio con firma digitale

Busta Amministrativa

Visualizza

Busta Economica

Presentata Obbligatorio con firma digitale

Offerta economica

Visualizza

Click on **Participate in the auction** and you will see the screen above, which contains the following information:

- **+ Make a higher bid:** you can place your counterbid here.
- **Deadline:** the countdown shows you the remaining time before the auction closes.

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- Via Vittoria Colonna, 29 - 20149 Milano (MI) – Italy

+ Rilancia

Scadenza

7 23 48 28

Giorni Ore Minuti Secondi

Tempo base

20

Minuti

Rilancio minimo

1.00

%

3
Cognome Legale 10 Nome Legale 10
70

Click on **Make a higher bid** to start the auction. You can be shown different screens, depending on the set up chosen by the contracting authority. There are two alternatives, as described below:

A. Counterbid without a digital signature: in this event, you will only have to fill in the counterbid form and click on **Make a higher bid** to send it.

51

Rilancia

Ribasso percentuale

Ribasso percentuale sull'importo a base d'asta

Formula applicata per il calcolo del punteggio

$$P_i = P_{max} \times O_i / O_{max}$$

Ribasso percentuale

Offerta migliore: 24 - Rilancio minimo: 2.00%

Rilancia

B. Counterbid with a digital signature: in this event, after filling in the counterbid form and clicking on **Make a higher bid** to send it, you will have to:

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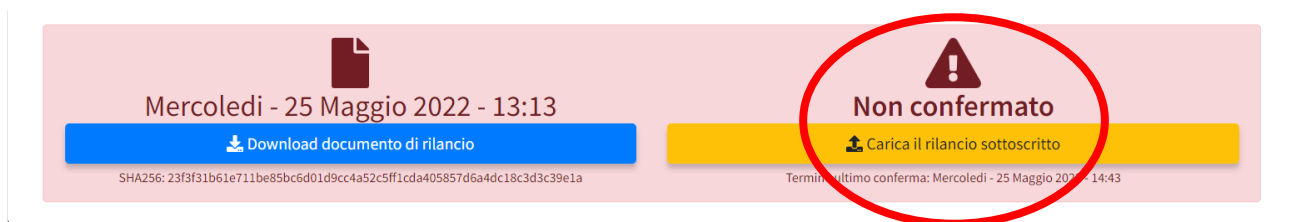


STUDIO AMICA

- Click on **Download bid** to download a .Pdf version of your counterbid,



- Digitally sign the downloaded file,
- Click on **Return to the panel to continue the operations**,
- Click on **Upload the signed bid** to send the .Pdf file.



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Attention: in the event of a counterbid with a digital signature, you can upload the file and confirm your bid **within 1 hour** of the auction closure.

Technical specifications for the counterbid stage

If you make a lower bid than the minimum threshold laid down by the contracting authority (**minimum higher bid**), the System automatically blocks you and shows you the following alert:

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You can return to the panel and make a new counterbid with an accepted value within the auction deadline.

If you make a higher bid than the minimum one, you will be shown the following screen:



Attention: the minimum higher bid is the best bid at the time when you make your counterbid.

Practical example:

The provisional ranking is as follow:

- ALPHA company is first with a 30% reduction,
- BETA company is first with a 20% reduction,
- GAMMA company is first with a 10% reduction.

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A 2% minimum higher bid is provided within a 30-minute Time Base. During the auction, BETA company makes a 3% higher bid with a 33% reduction (30% best bid + 3% counterbid). GAMMA company makes its bid after BETA's company counterbid. In this event, GAMMA company must make at least a 2% higher bid than BETA's, therefore it must make at least a 35% reduction (33% best bid + 2% counterbid).

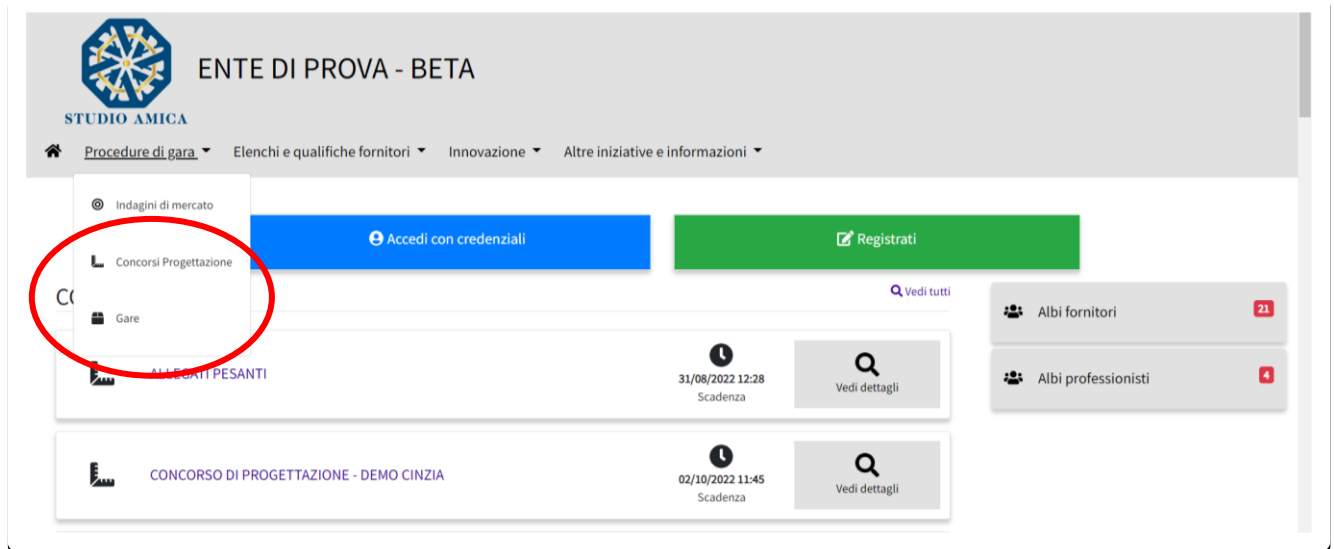
Auction closure

The auction closes when its natural deadline arrives, or at the end of **Base Time** without a new counterbid. From that time on, the System no longer allows any new counterbids.



13 DESIGN CONTESTS

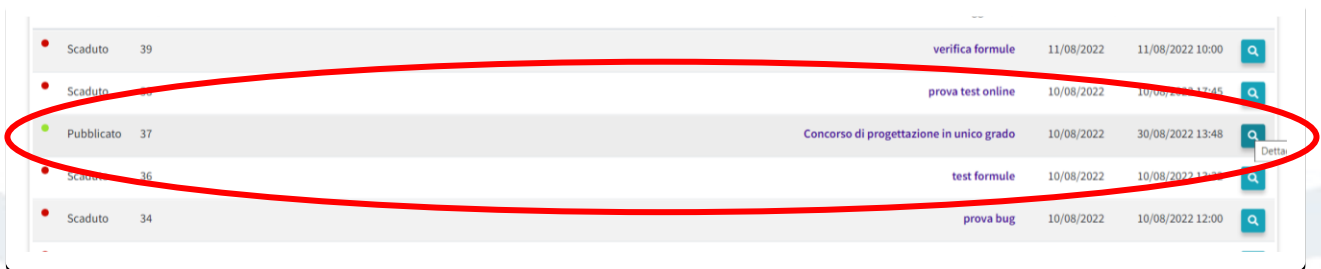
If you intend to participate in a design contest, log in to the Platform with your credentials (user ID and password) and click on **Tender procedures > Design contests** in the home page to view the list of design contests organised by the contracting authority.



Each contest is identified by a unique ID and a “stage” with a coloured dot. Each colour represents a different stage of the contest.

You can participate in contests identified by a green dot , which means the contest is “published”.

55

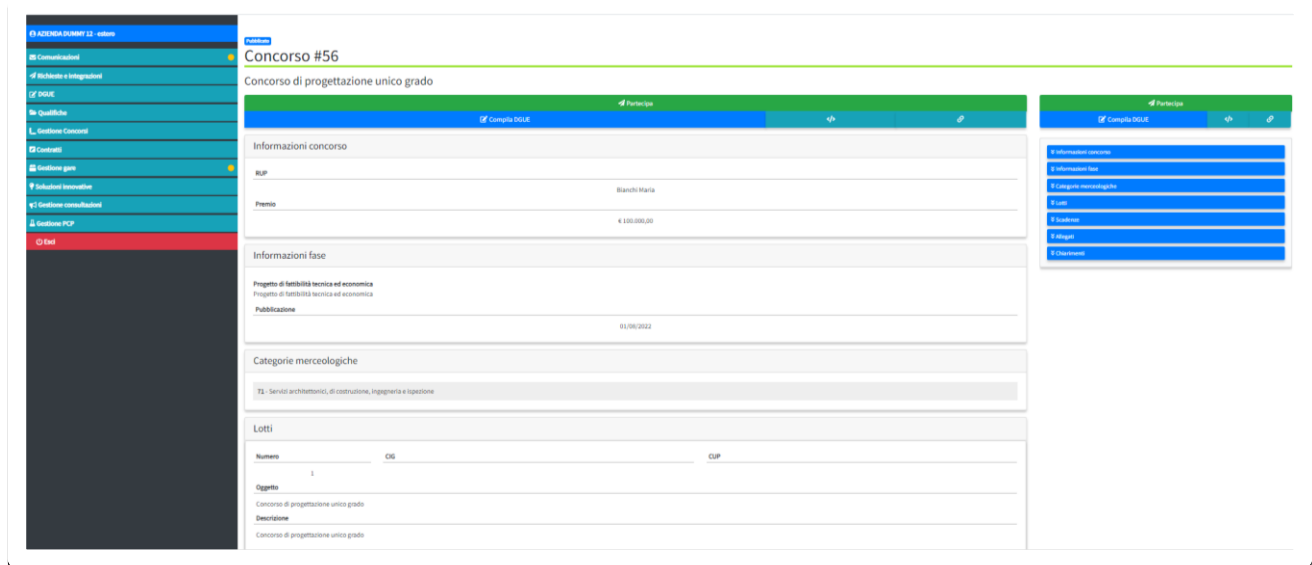


Scaduto	39	verifica formule	11/08/2022	11/08/2022 10:00	
Scaduto	38	prova test online	10/08/2022	10/08/2022 11:45	
Pubblicato	37	Concorso di progettazione in unico grado	10/08/2022	30/08/2022 13:48	
Scaduto	36	test formule	10/08/2022	10/08/2022 11:45	
Scaduto	34	prova bug	10/08/2022	10/08/2022 12:00	

Click on the details (the magnifying glass symbol ) to view the relevant information on the contest, which are:

- Contest information
- Stage information

- Product categories
- Lots
- Deadlines
- Attachments
- Notices



The screenshot displays the STUDIO AMICA web application interface. On the left is a vertical sidebar with a menu containing items like 'ACQUEDOTTO DI 12 - Milano', 'Comunicazioni', 'Richieste e integrazioni', 'DMR', 'Qualifiche', 'Sostegno Concorsi', 'Contatti', 'Sostegno gare', 'Inclusione Innovativa', 'Sostegno consultazioni', 'Sostegno POF', and 'Exit'. The main content area is titled 'Concorso #56' and 'Concorso di progettazione unico grado'. It features a 'Partecipa' button and a 'Completa DGR' button. The interface is divided into several sections: 'Informazioni concorso' (with fields for RUP, Premia, and a value of € 1.000.000,00), 'Informazioni fase' (with fields for 'Progetto di fattibilità tecnica ed economica' and 'Pubblicazione' dated 01/06/2022), 'Categorie merceologiche' (listing 'T2 - Servizi architettonici, di costruzione, ingegneria e ispezione'), and 'Lotti' (with a table showing lot details). A right-hand panel contains a 'Partecipa' button and a list of links: 'Informazioni concorso', 'Informazioni fase', 'Categorie merceologiche', 'Lotti', 'Sostegno', 'Allegati', and 'Classamenti'.

In the lower part of the page, you can view the following sections:

- **Clarification:** you can send requests for clarification to the contracting authority. Write your question and attach any documents if needed, then click on **Request clarification**. Your request will be anonymously sent to the contracting authority; therefore, it is your responsibility to verify whether your request has been replied. The list of replies to requests for clarification is published on the panel by the contracting authority.



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- **Inspection requests** (*possible – if set up by the contracting authority*): you can send a request for inspection, if provided for. Your request will be anonymously sent to the contracting authority; therefore, it is your responsibility to verify whether your request has been replied.

In the upper part of the page, you can view the following sections:

- **Fill in the ESPD** (European Single Procurement Document) (*possible – if set up by the contracting authority*). Please read **paragraph 15** of this *User Guide* to learn how to fill in your ESPD.
- **Participate**. It should be noted that this button will only be visible until the term limits for submitting tender bids laid down by the contracting authority, after which it will no longer be possible to submit your bid or complete any operations that have already been started.

Contest participation

After filling in the ESPD, if necessary, click on the **Participate** button to submit your bid. This button will be visible until the term limits for submitting tender bids; after this deadline, it will no longer be possible to submit your bid or complete any operations that have already been started.

It is essential, therefore, that the participation procedures are completed well in advance of the contest deadline.

After clicking on the **Participate** button, you will view the following screen:



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If you intend to participate in a Group of economic operators, enter the related structure by clicking on:

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+ Aggiungi partecipante al raggruppamento

The System shows the following message:

In the case of participation as a Group of economic operators, the responsibility for submitting the documentation to the Platform rests solely with the Lead Economic Operator, who must add the companies that are part of the group into the System before sending the documentation. Registration on the Platform is mandatory for the Lead Economic Operator, whereas it is not mandatory for the member companies of the group.

Below the Group section, you will see the telematic “**Envelops**”, where you can enter all the required contest documents.

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Two Envelops will be displayed:

- Technical Envelope
- Administrative Envelope

Uploading the Technical Envelope

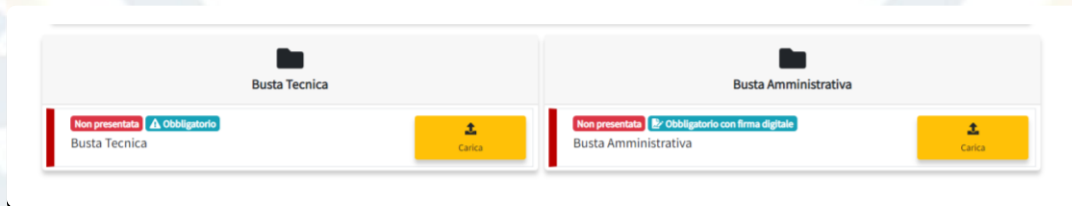
As for the previous procedures already described in this *User Guide*, the methods for uploading the tender documents vary according to the configuration laid down by the contracting authority.

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Note: differently from other procedures, in Design contests, the Technical bid must not be signed by economic operators.

Method 1: uploading the envelopes WITHOUT A SLOT for each document

In this case you can only upload a single file containing all the required documents, but it must not be a compressed file. Therefore, you cannot upload .Zip, .7Zip, .Rar files etc.

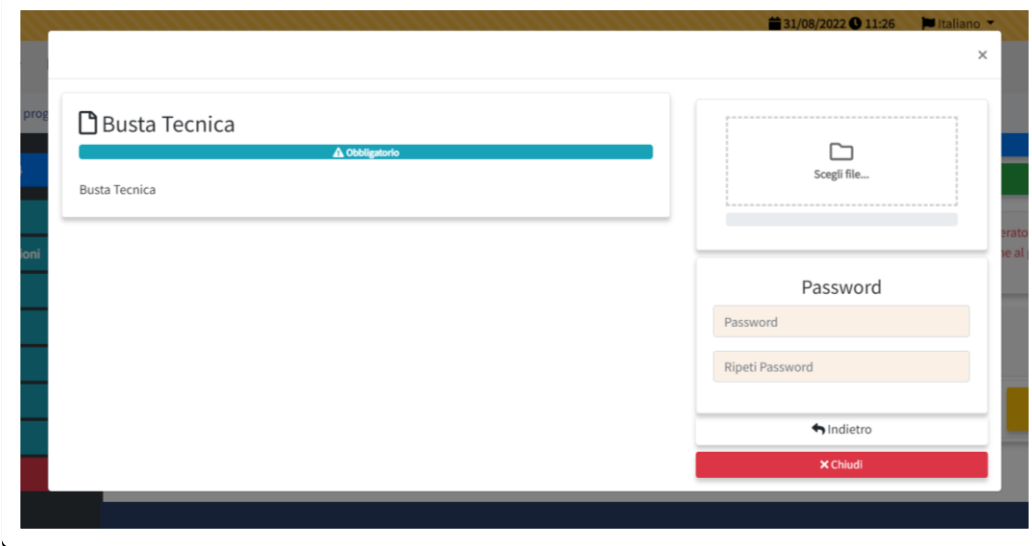
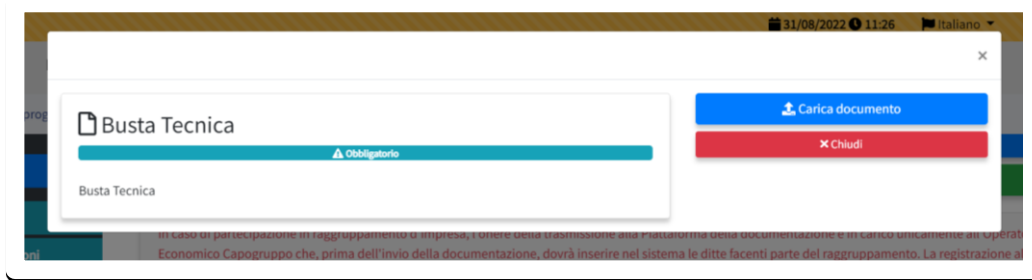


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Click on **Upload document**, then click on **Choose file** and choose it directly from your device.



 **ATTENTION:** In order to protect the confidentiality of participation, you cannot upload digitally signed files (CAAdES format - .p7m extension, and PAdES format - .pdf extension). You are advised to pay close attention to any identifying marks or potentially identifying information about the contestant(s).

Note: In the event of an expired signature certificate, you will not be allowed to upload .p7m files, but you can upload .pdf files. Therefore, you are advised to pay close attention.

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If you upload a valid digitally signed file, the following error will be displayed:



Therefore, you must return to the panel and upload the correct document.

After uploading the document, choose and enter a **password**, which must be at least **twelve characters** long and must contain at least an uppercase letter, a lowercase letter, a number, and a symbol. This password is necessary for the encryption of the Envelope in order to protect its confidentiality and inviolability.

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After uploading the document, choose and enter a **password**, which must be at least **twelve characters** long and must contain at least an uppercase letter, a lowercase letter, a number, and a symbol. This password is necessary for the encryption of the Envelope in order to protect its confidentiality and inviolability.

After entering the password, click on **Upload**. The System will verify:

- The integrity of the file
- The encryption of the file
- The saving of the file

and will confirm the operation has been successfully completed.



Come back to the tender panel in order to upload the Administrative Envelop.

Method 2: uploading the envelopes WITH A SLOT for each document

Differently from the above paragraph, there may be more than one slot in each Envelope, therefore one slot for each document which must be uploaded, as in the picture below.

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The System indicates the type of document to be uploaded to each slot. In the Administrative Envelope, the System indicates whether each slot is mandatory or non-mandatory and whether it must be signed or not. In the Technical Envelope, the System only indicates whether each slot is mandatory or non-mandatory.



For each slot, click on **Upload** and follow the aforementioned instructions, which are summarized below:

Upload ->

Upload document ->

Choose file ->

Password ->

Upload ->

Return to panel to continue the operations

Online Technical bid generation

Differently from the administrative Envelope, the Technical Bid may be generated on-screen. In this case, click on **Upload**, then click on **Generate offer document** and fill in the form.

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This method only applies to “quantitative” criteria which imply an automatic offer evaluation. The System applies the formula selected by the contracting authority.

Please note that the formula is exclusively selected by the contracting authority, and it is indicated in the contest documents.

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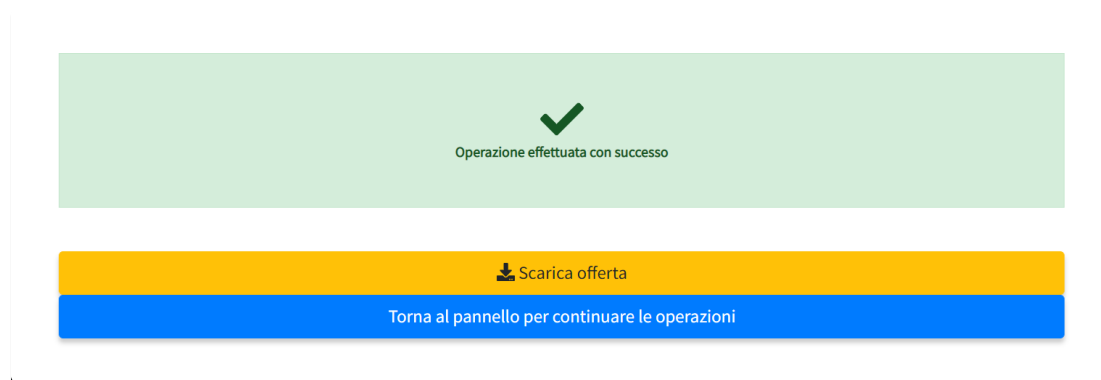


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In all cases where online offer generation is required, click on **Generate offer document** and fill in the form in accordance with the requirements laid down in the contest documents.

After uploading the document, choose and enter a **password**, which must be at least **twelve characters** long and must contain at least an uppercase letter, a lowercase letter, a number, and a symbol. This password is necessary for the encryption of the Envelope in order to protect its confidentiality and inviolability.

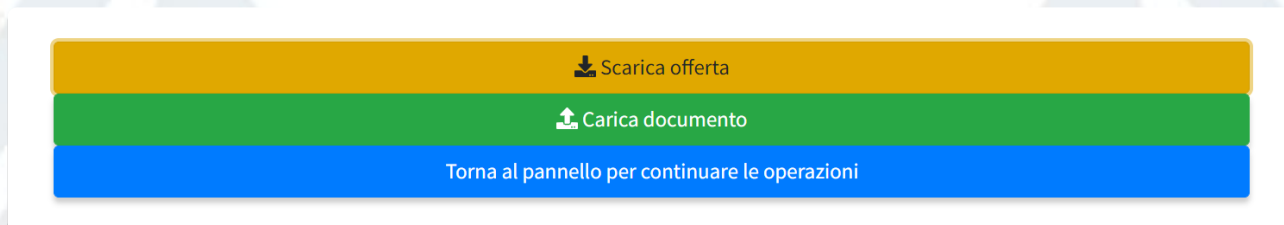
After entering the password, click on **Generate offer** and a .pdf/A file will be created with your online-generated bid.



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Then follow the steps below:

- Click on **Download offer** to download the file,
- Click on **Upload document** to upload the signed file.

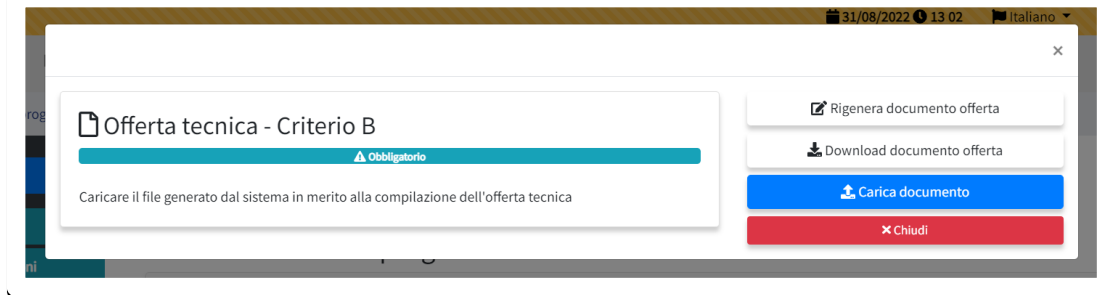


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Then the screen below will be displayed:

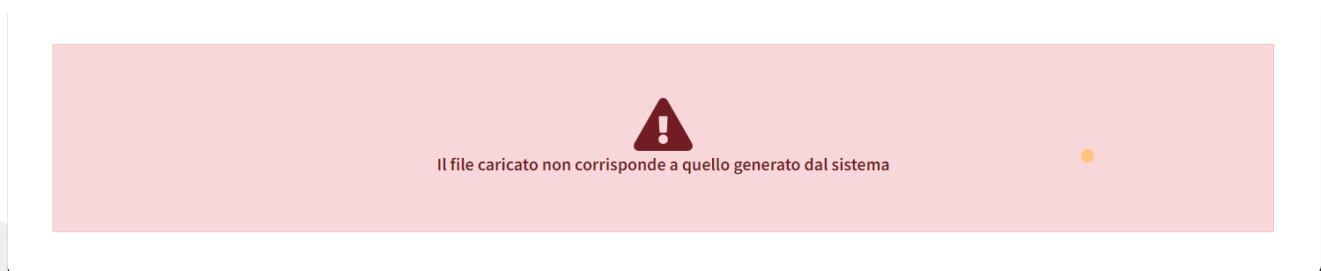


- **Regenerate offer document:** you can fill in the form again.
- **Download offer document:** you can download the file again.
- **Upload document:** you can upload the offer file you have downloaded.



ATTENTION: If the uploaded file is different from the file generated on-screen (e.g. it is modified, even simply printed and scanned), you will see this error:

65



You are advised to follow the technical instructions below:

- The file generated on-screen must not be modified in any way. Any type of modification, even a simple print and scan, will modify the file hash and jeopardise its recognition.



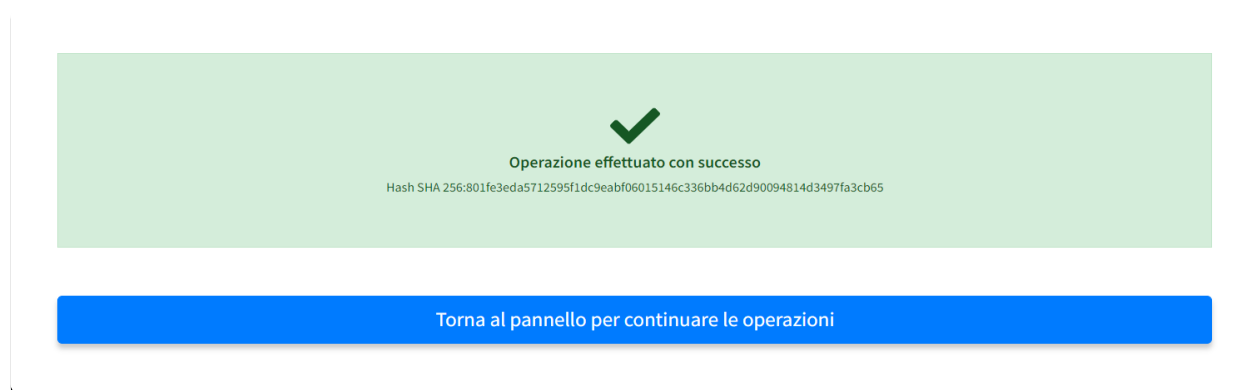
Please note that other factors may also jeopardise the file's recognition, e.g. sending the file by email and then uploading it from a different device from the one it has downloaded it.

You are strongly advised to upload the file generated by the System from the same device to which the file has been downloaded.

- Any further errors may occur if a special character is in the name of the file.

You are strongly advised to avoid special characters.

Each time you complete the upload of a file, a positive feedback message is displayed:



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Uploading the Administrative Envelope

In order to upload the Administrative Envelope, please refer to the provisions for the Technical bid, except for the differences detailed below.

Differently from the Technical bid, administrative documents do not have to be anonymous.

Therefore, it is specified that:

- If there is only a single slot, you can upload a compressed file containing all the required documents. Click on the **Upload** button and upload a single file (.Zip, .Pdf, etc.).

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- o You can also upload digitally signed files. Please refer to the contest documents to find information on the methods for signing the documents.

Submission of the bid

After uploading all the “**Envelops**” with the required documentation, click on the **SEND** button. The “*Bid not yet submitted*” alert warns that your bid has not been submitted yet.

Please note that merely uploading the documentation is not sufficient for participation. You will complete your submission of the bid only after sending your offer. If you do not click on SEND, your bid will not be submitted to the contracting authority.



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When you click on SEND, the System verifies that all the Envelops have been sent and all the mandatory documentation has been uploaded and it displays the following message:

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La partecipazione è stata ricevuta con successo

Concorso di progettazione demo - C

Lotto: Concorso di progettazione demo - C

RICEVUTA DI PARTECIPAZIONE

ID Partecipante: PfpQvFyt6-1661941765

Data e ora di trasmissione: 31/08/2022 13:31

- **Busta Tecnica**
 - **Offerta tecnica - Criterio B**
 - offerta-tecnica-2.pdf
 - Impronta hash SHA256: 90f8db7cb7385ac5ca9d77d2c1c31ef44c290736006ba0ccb9ca774e3fc4124f
 - **Relazione tecnica - Criterio A**
 - delibera-n-332-del-20-luglio-2022-aggiornamento-bando-tipo-n-1-2021-1.pdf
 - Impronta hash SHA256: da1aa95d5696bf47df2f548cc63cf22b9614eb81c230723b48262ffb5c9ba8a
- **Busta Amministrativa**
 - **DGUE**
 - domanda-di-partecipazione-pdf.p7m
 - Impronta hash SHA256: 7045cf49cdded7ec97162fb203e71e573e48237c6fa183f0f543079f0841eac51
 - **domanda di partecipazione - Modello 1**
 - domanda-di-partecipazione-pdf-1.p7m
 - Impronta hash SHA256: 7045cf49cdded7ec97162fb203e71e573e48237c6fa183f0f543079f0841eac51



Attenzione

Al fine di garantire la segretezza dell'offerta il sistema non genera comunicazioni di avvenuta partecipazione, si consiglia di effettuare il download della ricevuta di partecipazione

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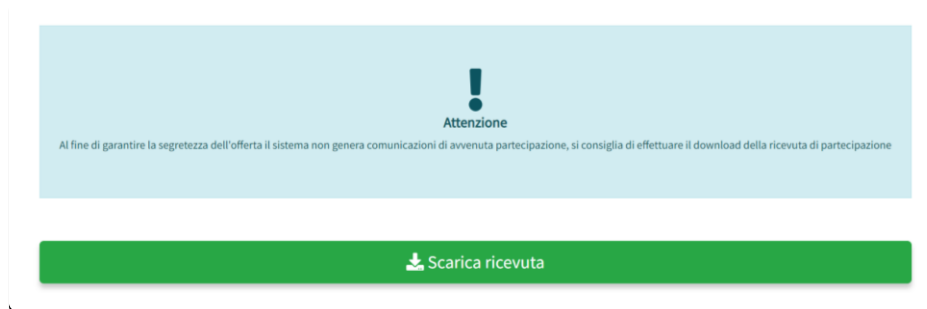
As Design contests protect the anonymity of operators, no notification will be sent after you have submitted your bid.

For this reason, a message will be displayed to remind you that you need to download your participation receipt, as shown in the following picture:

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You can consider your bid as submitted only after viewing such a message.

Within the contest deadline you can:

- View the uploaded documentation,
- Replace the documentation you have already sent. The new files will entirely replace the previously sent ones. **ATTENTION: the replacement of the documents will result in the automatic withdrawal of your submission,**
- Regenerate the Technical or Financial bid. The new files will entirely replace the previously sent ones. **ATTENTION: the offer regeneration will result in the automatic withdrawal of your submission,**
- Modify the structure of the Group or the Reliance. **ATTENTION: the modification of the Group or Reliance sections will result in the automatic withdrawal of your submission,**
- withdraw your bid by clicking on the **Withdraw bid** within the contest deadline.

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The withdrawn bid will be deleted by the System and will not be submitted.

 A new submission is compulsorily required each time an offer is regenerated or replaced.

 The System does not accept requests or bids submitted after the date and time laid down as the contest deadline. It should be specified that the deadline is at the first second after the time laid down, not at the following minute. For example: if the deadline is set for 12:00 PM, this time should be understood as 12:00:00 PM. Therefore, bids submitted after 12:00:01 PM are considered late and will not be accepted by the System.

 You are advised to submit your bid well in advance so that the contracting authority and/or the System Manager can assist you in the case you had any issues with the use of the platform due to your little experience of the Platform.

The bid submitted within the contest deadline is binding for the economic operator participating in the contest.

The submission of your bid is your acceptance of the conditions laid down by this *User Guide* and the documents attached by the contracting authority.

UPLOADING DOCUMENTS – TWO-STAGE CONTEST

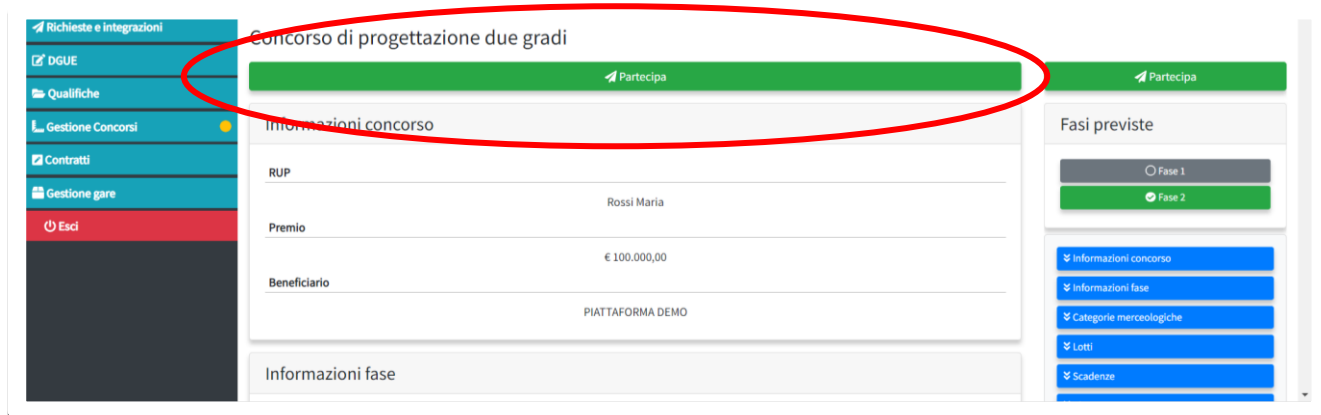
If the contest documents make provisions for a two-stage process, you must first ensure that you have been admitted to the second stage of the process.

You are strongly advised to monitor the contest panel daily in order to verify the possible notices and/or attachments published by the contracting authority.

Once you have been admitted, enter the panel again and click on **Participate**.



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Note: the button is only available to admitted economic operators after the second stage has been initiated by the contracting authority.

In order to learn the methods for filling in, uploading and sending your bids please refer to the paragraph above.

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Requests and supplements

The contracting authority can request any supplementary information to you through the **Requests and supplements** section of the menu. If so, you will see a numerical alert in that section.

Click on the **Requests and supplements** section to reply and send the requested documents.



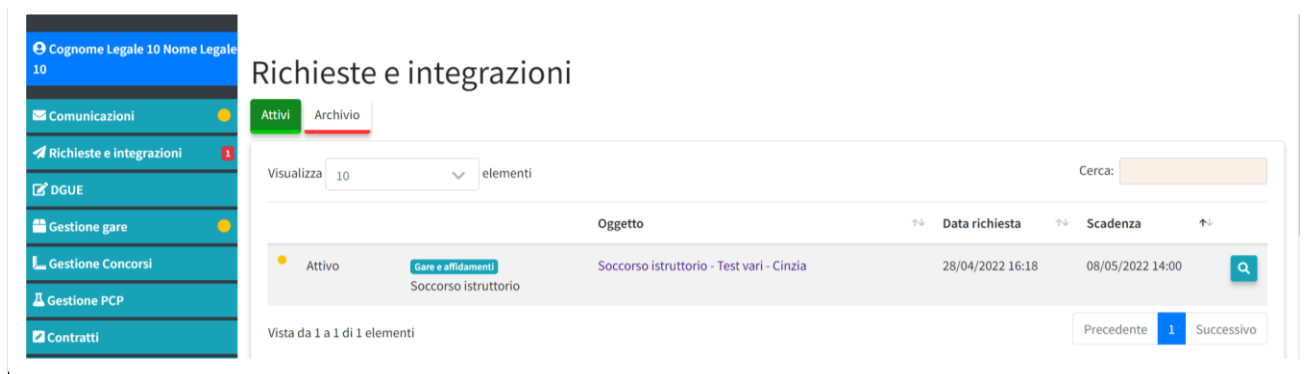
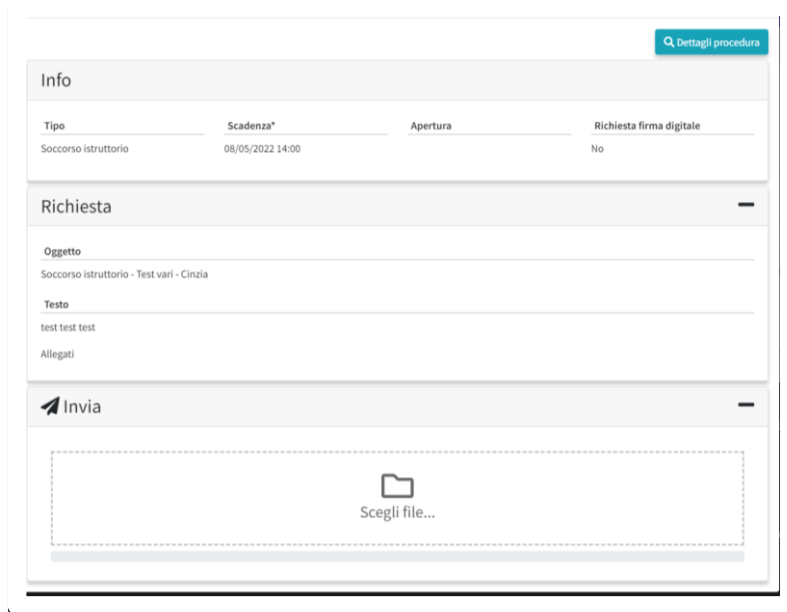
The System does not accept supplements submitted after the date and time laid down as the supplement deadline. It should be specified that the deadline is at the first second after the time laid down, not at the following minute. For example: if the deadline is set for 12:00 PM, this time should be understood as 12:00:00 PM. Therefore, bids submitted after 12:00:01 PM are considered late and will not be accepted by the System.

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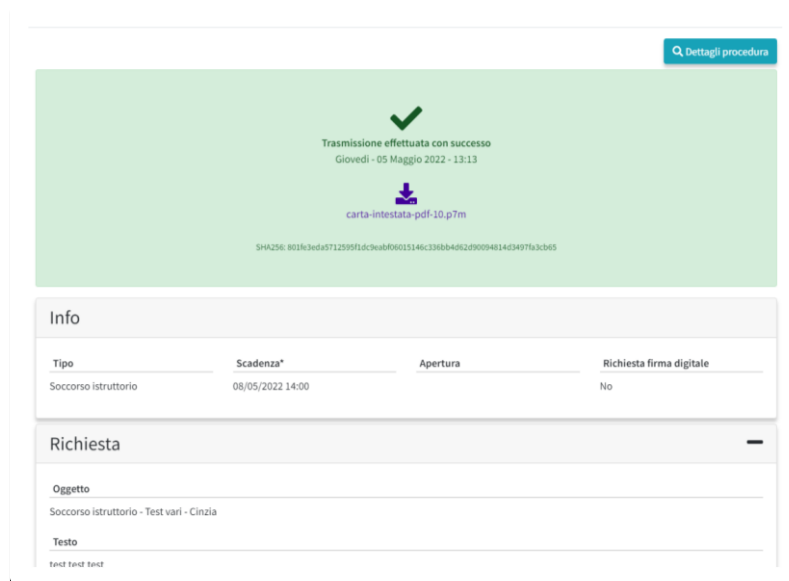
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Click on the details (the magnifying glass symbol ) to view the request and click on **Choose file** to upload the document(s).

After you complete the upload of a file, a positive feedback message is displayed:



You can consider your documentation as sent only after receiving such feedback message.

Within the deadline for the request, you can:

- view the uploaded documentation,
- replace the documentation already sent by clicking on **Replace**. The new files entirely replace the previously sent ones.

Outcome of the contest. Ranking

After completing the operations for participating in the contest as referred to in the contest documents, you can view all information (contestants, provisional ranking, final award, etc.) on the contest panel.

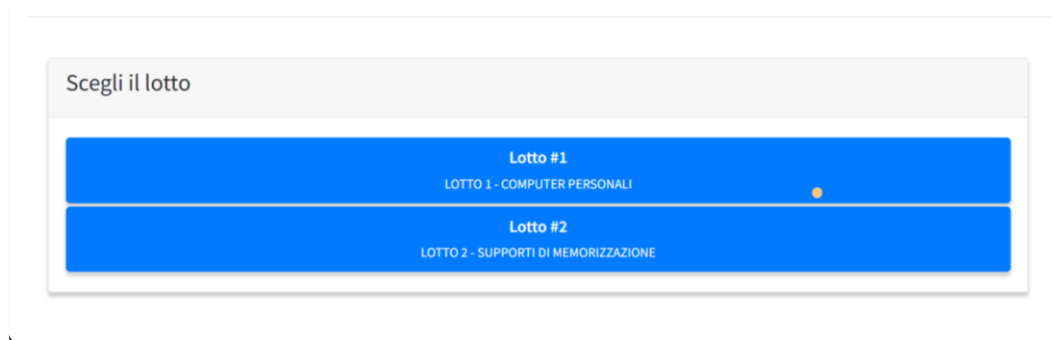
Note: It should be noted that the information on the contest panel are only those ones published by the contracting authority. If you need more information, please refer to the contracting authority.

14 MULTI-LOT PROCEDURES

The method of participation in multi-lot procedures is determined exclusively by the contracting authority, which lays down whether you:

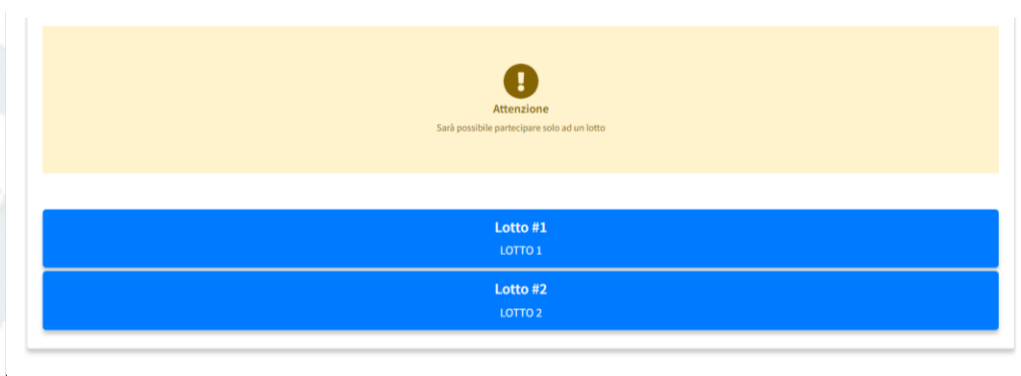
1. can freely participate in one or more lots,
2. can only participate in one lot,
3. must participate in all the lots.

In the case referred to in **point one** you will be shown the following screen in the panel:

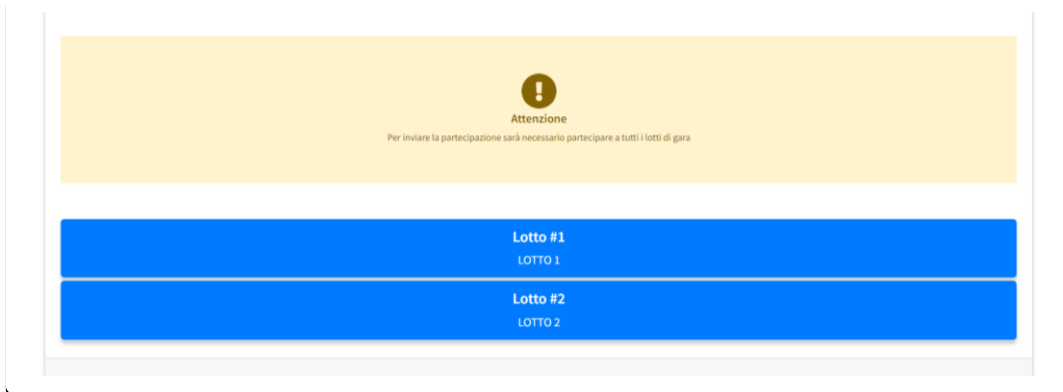


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In the case referred to in **point two** you will be shown the following screen in the panel:



In the case referred to in **point three** you will be shown the following screen in the panel:



15 COMPILATION OF THE ESPD – EUROPEAN SINGLE PROCUREMENT DOCUMENT

The system is integrated with an online compiler for the European Single Procurement Document. The compiler is not always visible, as it is at the discretion of the contracting authority whether to activate it or not. If activated, you will see the ESPD button in the related tender panel, after logging in to your member area.

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- Comunicazioni
- Richieste e integrazioni
- DGUE
- Gestione gare
- Gestione Concorsi
- Gestione PCP
- Contratti
- Qualifiche
- Gestione consultazioni
- Albi commissione
- Commissioni valutatrici

Gara #143

Procedura per l'affidamento di un operatore economico cui affidare la fornitura di strumentazione hardware.

Partecipa

Compila DGUE

Informazioni appalto

Pubblicazione	Procedura	Tipologia
04/05/2022	Aperta	Forniture
Valore complessivo	RUP	Tizia Pallina
	€ 100.000,00	

Partecipa

Compila DGUE

- Informazioni appalto
- Categorie merceologiche
- Lotti
- Scadenze
- Avvisi
- Allegati

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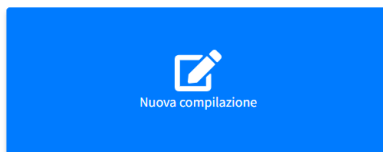
Via Vittoria Colonna, 29 - 20149 Milano (MI) – Italy

After clicking on **Fill in the ESPD**, you will be shown three options:

- A. New compilation:** you can enter the online compile as set up by the contracting authority,
- B. Import XML:** you can import an ESPD in .XML format previously used for other tenders and duly modified for the related tender,
- C. Import from list:** you can import an ESPD previously used for other tenders organised by the same contracting authority.

Compilazione DGUE

Procedura per l'affidamento di un operatore economico cui affidare la fornitura di strumentazione hardware.



New compilation

Click on the **New compilation** button and fill in the Document in accordance with the requirements laid down in the tender documents by the contracting authority.



You can save the information at any time and then complete the compilation at a later time.

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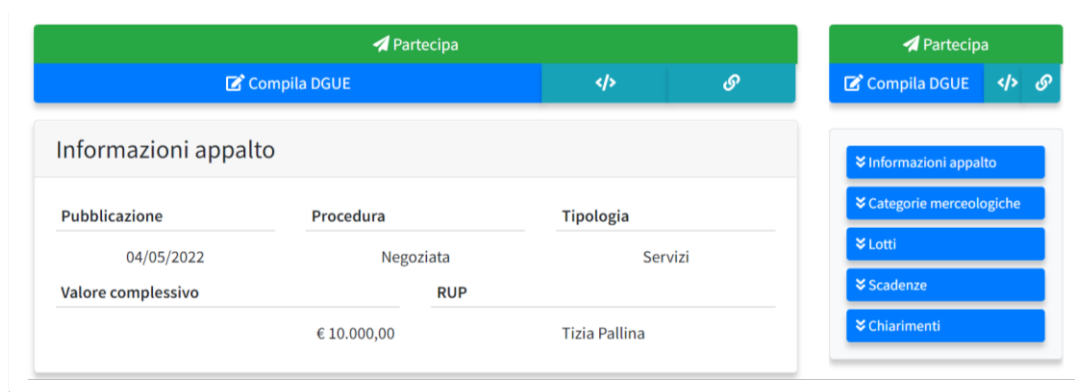
STUDIO AMICA s.r.l.u. – P.IVA 01850570746
Via Giordano, 56 - 72025 San Donaci (BR) – Italy
Via Vittoria Colonna, 29 - 20149 Milano (MI) – Italy

After completing the compilation, you can download your ESPD in PDF or XML format. Then you must:

1. download it in the format required by the contracting authority,
2. sign it in accordance with the requirements laid down by the contracting authority,
3. upload it to the Administrative Envelope.

In you participate in the form of a **Group of economic operators or Consortium**, the member companies can also use the compiler on the Platform.

In the case of open procedures, member companies or consortium members can log in and enter the compiler. In the case of tenders by invitation, the Lead economic operator can share the ESPD link with the member companies by clicking on the button .

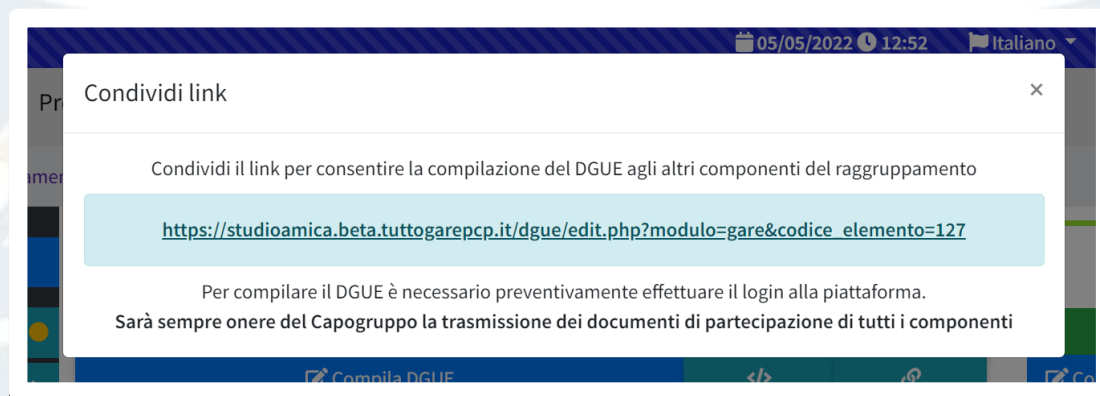


The screenshot shows the STUDIO AMICA platform interface. At the top, there is a green bar with 'Partecipa' and a blue bar with 'Compila DGUE'. Below this, the 'Informazioni appalto' section is displayed. It contains a table with the following data:

Pubblicazione	Procedura	Tipologia
04/05/2022	Negoziata	Servizi
Valore complessivo	RUP	
	€ 10.000,00	Tizia Pallina

To the right of the table, there is a sidebar with a list of buttons: 'Informazioni appalto', 'Categorie merceologiche', 'Lotti', 'Scadenze', and 'Chiarimenti'.

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The screenshot shows a 'Condividi link' dialog box. The text inside the dialog box reads:

Condividi il link per consentire la compilazione del DGUE agli altri componenti del raggruppamento

https://studioamica.beta.tuttogarepcp.it/dgue/edit.php?modulo=gare&codice_elemento=127

Per compilare il DGUE è necessario preventivamente effettuare il login alla piattaforma.
Sarà sempre onere del Capogruppo la trasmissione dei documenti di partecipazione di tutti i componenti

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It should be specified that the member companies or consortium members must be registered for the Platform in order to fill in the ESPD and the lead economic operator must also upload the member companies' ESPDs.

16 REQUESTS FOR SUPPLEMENTS AND JUSTIFICATIONS FOR ABNORMAL BIDS

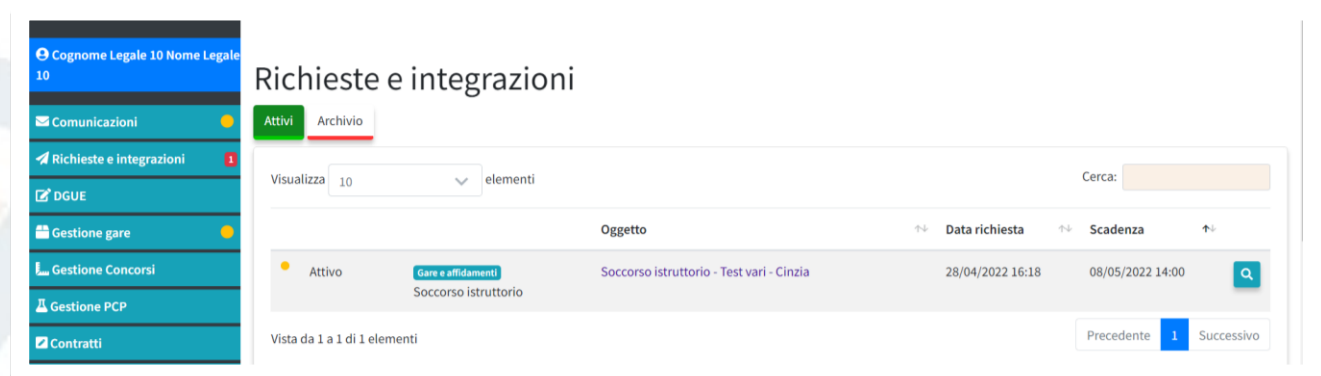
Any requests for supplements, clarifications, and justification for abnormal bids will be sent to the **Messages** section as well as your email inbox.

Any supplementary requests will also be sent to the **Requests and supplements** section of your menu. Therefore, each request must be replied to through such section, where you will see:

- The “**object**” of the request
- The date of the request
- the **deadline** for the request

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Click on the details (the magnifying glass button ) to reply and send the documentation.



Oggetto	Data richiesta	Scadenza
Attivo Gare e affidamenti Soccorso istruttorio	28/04/2022 16:18	08/05/2022 14:00

[🔍 Dettagli procedura](#)

Info

Tipo	Scadenza*	Apertura	Richiesta firma digitale
Soccorso istruttorio	08/05/2022 14:00		No

Richiesta

Oggetto
 Soccorso istruttorio - Test vari - Cinzia

Testo
 test test test

Allegati

Scegli file...

Invia

Then click on **Choose file**, select the document from your device and then click on **Send**. A positive feedback alert will be displayed:

[🔍 Dettagli procedura](#)

Trasmissione effettuata con successo
Giovedì - 05 Maggio 2022 - 13:13

carta-intestata-pdf-10.p7m

SHA256: 801f63eda0712595f1dc9ab06015146c338bb4062d9009401463497fa3cb65

Info

Tipo	Scadenza*	Apertura	Richiesta firma digitale
Soccorso istruttorio	08/05/2022 14:00		No

Richiesta

Oggetto
 Soccorso istruttorio - Test vari - Cinzia

Testo
 test test test



STUDIO AMICA

Note: the contracting authority may request more than one document or file. In this case, upload the documentation through a compressed file. Therefore, you must upload **a single file** (.Zip, .P7m, .Rar).

After sending your reply, a confirmation message will be sent to your **Messages** section as well as to your email inbox.

You can consider your documentation as sent only after receiving such messages.

Within the deadline for the request, you can:

- view the uploaded documentation,
- replace the documentation already sent by clicking on **Replace**. The new files entirely replace the previously sent ones.

17 PUBLIC ONLINE SESSION

In order to access the public online session at the date and time indicated by the contracting authority, you must:

- log in with your credentials,
- click on **Tender manager** or **Tender procedures** in the home page and choose the tender of interest,
- click on **Tenderer panel**.

Here you can view:

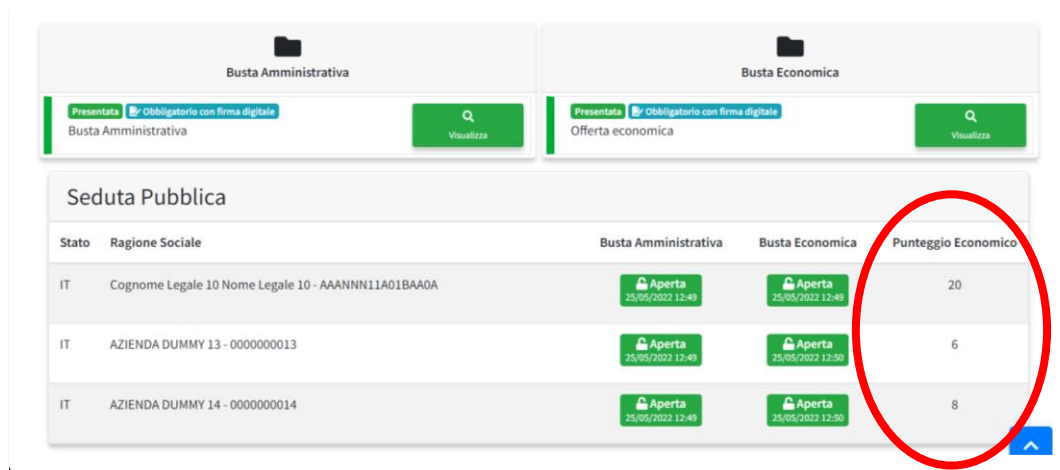
- the list of tenderers,
- the progress of the envelope opening,
- the date and time of opening of each envelope. In any event, a message will be sent to the **Messages** section as well as your email inbox,

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- the Technical and Financial scores, if published by the contracting authority: it is at the discretion of each contracting authority to set up the tender procedure and choose what to publish,
- possible excluded economic operators.



Stato	Ragione Sociale	Busta Amministrativa	Busta Economica	Punteggio Economico
IT	Cognome Legale 10 Nome Legale 10 - AAANN11A01BAA0A	Aperta 25/05/2022 12:48	Aperta 25/05/2022 12:48	20
IT	AZIENDA DUMMY 13 - 0000000013	Aperta 25/05/2022 12:48	Aperta 25/05/2022 12:58	6
IT	AZIENDA DUMMY 14 - 0000000014	Aperta 25/05/2022 12:48	Aperta 25/05/2022 12:58	8

The possible following public sessions are communicated to the economic operators by certified email (or non-certified email, if you do not have a certified one).

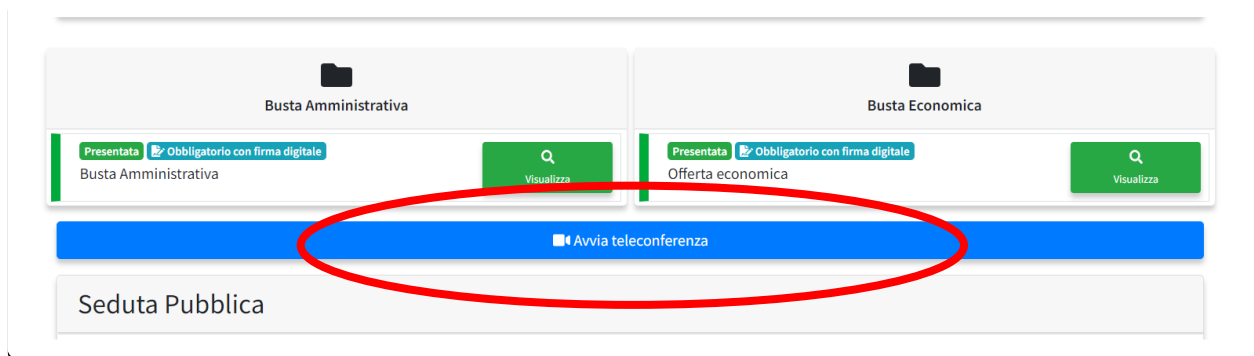
Note: You will view the information exclusively after the contracting authority opens the public session.

Public session via streaming

The Platform is integrated with Zoom Meetings in order to allow the management of virtual public sessions via streaming.

The management of the public session via streaming is at the exclusive discretion of the contracting authority, which lays down whether, when and how to open a public session for each individual procedure, in accordance with the sectorial regulations and the requirements laid down in the tender documents.

If the contracting authority has provided for participation via streaming, you will see the **Start streaming** button in your Tenderer panel.



After clicking on **Start streaming**, Zoom Meetings will open. The contracting authority's host user will manage the participation of the economic operators and all the related settings, such as:

- audio/video recording,
- screen sharing,
- chat activation,
- webcam activation/deactivation,
- microphone activation/deactivation.

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It is your responsibility to equip yourself with the necessary technical tools for participating in the streaming session.

18 OUTCOME OF THE TENDER PROCEDURE

At the time scheduled for the opening of the bids, the contracting authority verifies that all the tenderers have submitted all the documents requested in the tender documentation (declarations, provisional guarantee, TBG certificate of incorporation, etc.) and evaluate the bids.

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If provided for by the contracting authority, you can click on **Tenderer panel** in order to view the tender scores.

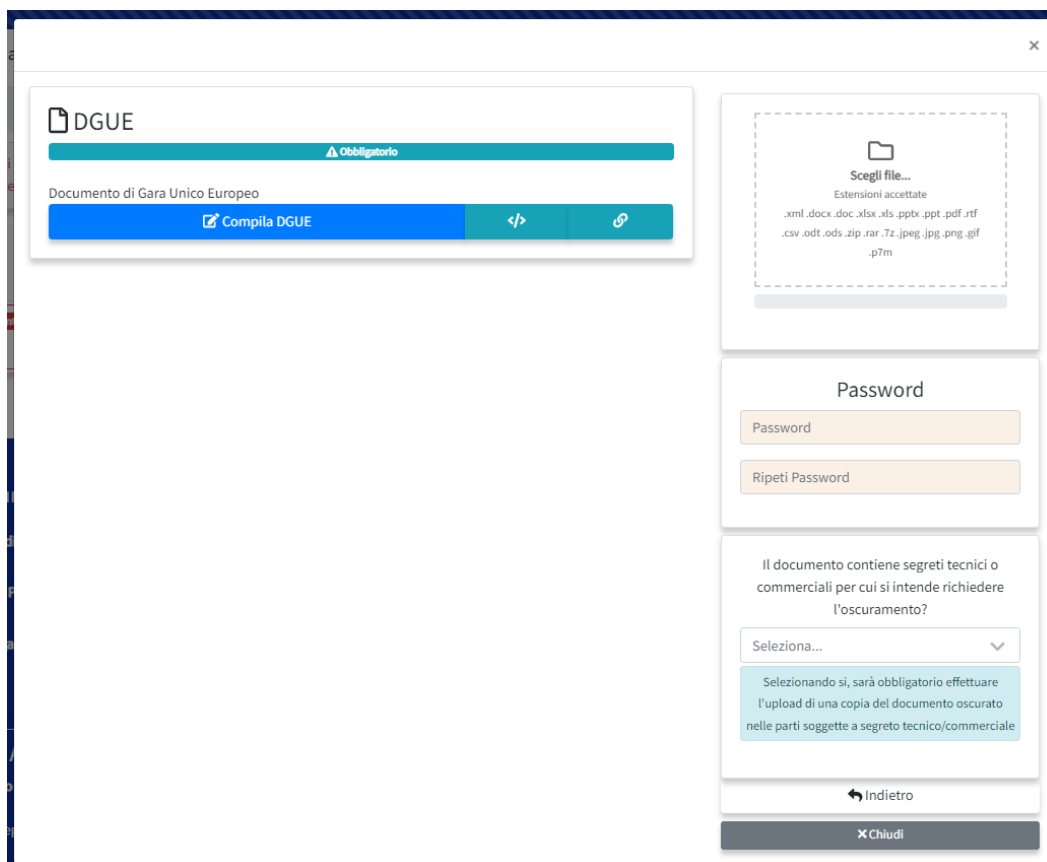
On the basis of the scores achieved by each economic operator, the contracting authority drafts the proposal for award and publishes the provisional ranking as a tender attachment.

After verifying requirements provided for by the law and the tender documents, the contracting authority sends the outcome to the tenderers by email.

19 ACCESS TO DOCUMENTS AND REDACTION OF DOCUMENTS

If access to documents through the Platform has been provided for by the contracting authority, each time you upload a document you must answer the following question:

“Does the document contain technical or commercial secrets for which you intend to request redaction?”

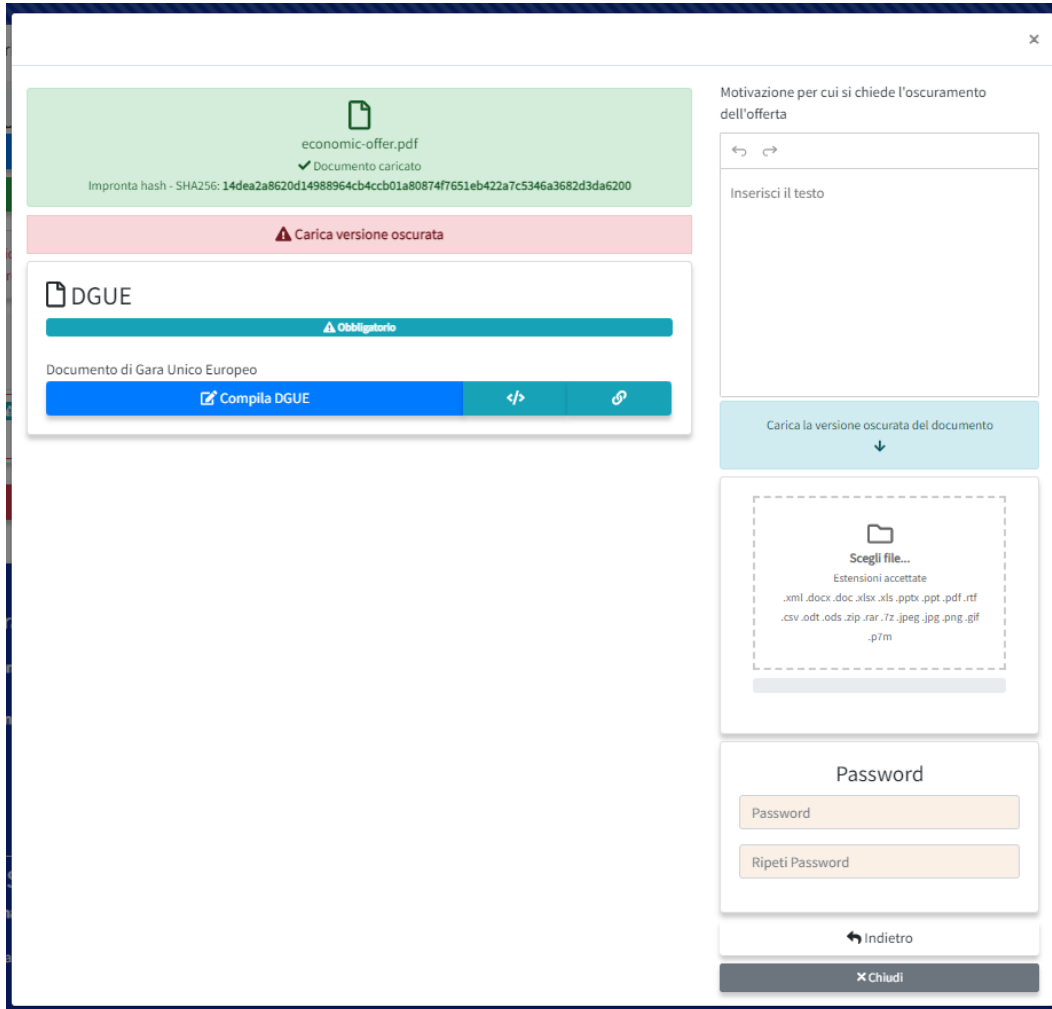


The screenshot shows a web interface for uploading a DGUE (Documento di Gara Unico Europeo). On the left, there's a section titled 'DGUE' with a blue bar indicating it's 'Obbligatorio' (mandatory). Below this, it says 'Documento di Gara Unico Europeo' and has a blue button 'Compila DGUE' with a pencil icon, and two smaller buttons with code and link icons. On the right, there's a file selection area with a dashed box and the text 'Scegli file...' and 'Estensioni accettate' followed by a list of file formats: .xml, .docx, .doc, .xlsx, .xls, .pptx, .ppt, .pdf, .rtf, .csv, .odt, .ods, .zip, .rar, .7z, .jpeg, .jpg, .png, .gif, .p7m. Below this is a 'Password' section with two input fields: 'Password' and 'Ripeti Password'. Then, there's a question: 'Il documento contiene segreti tecnici o commerciali per cui si intende richiedere l'oscuramento?' with a dropdown menu 'Seleziona...' and a blue box stating: 'Selezionando sì, sarà obbligatorio effettuare l'upload di una copia del documento oscurato nelle parti soggette a segreto tecnico/commerciale'. At the bottom right, there are two buttons: 'Indietro' (back) and 'Chiudi' (close).

If the answer is affirmative, you must upload a redacted copy of the document, explaining why you are requesting the redaction.



The screenshot shows a section titled 'Busta Amministrativa'. It has a red bar with the text 'Caricare copia oscurata' and 'Obbligatorio' (mandatory). Below this, it says 'DGUE'. To the right, there's a red button with a pencil icon and the text 'Modifica'.



economic-offer.pdf
✓ Documento caricato
Impronta hash - SHA256: 14dea2a8620d14988964cb4ccb01a80874f7651eb422a7c5346a3682d3da6200

⚠ Carica versione oscurata

DGUE
⚠ Obbligatorio
Documento di Gara Unico Europeo
✍ Compila DGUE

Motivazione per cui si chiede l'oscuramento dell'offerta

Inserisci il testo

Carica la versione oscurata del documento

Scegli file...
Estensioni accettate
.xml .docx .doc .xlsx .xls .pptx .ppt .pdf .rtf
.csv .odt .ods .zip .rar .7z .jpeg .jpg .png .gif
.p7m

Password
Password
Ripeti Password

↩ Indietro
✕ Chiudi

The contracting authority will evaluate your request for redaction during the envelope opening, and it will accept or reject your request.

Once the procedure is completed, you can have access to the tender documents by following the steps below:

- log in with your credentials,
- click on **Tender manager** or **Tender procedures** in the home page to view the tender,
- click on **Tenderer panel**.

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You can download and view the documents provided by the contracting authority. If you have ranked among the first five tenderers, you can also download and view the documents submitted by the other tenderers. If you have not ranked among the first five tenderers, you can only download and view the documents submitted by the successful tenderer.

Atti lotto		
 verbale.pdf SHA-256: b450120294de29f145e78b0dfb647426b066d3c6a93fc1a1d8e82155e0edb20 16/09/2024 15:53		16.93 kB
 comunicazione.pdf SHA-256: 7601c28af2ffad96a4e1b172fed4b24ba69162c43fc978b9d95db2471811647 16/09/2024 15:53		17.37 kB
Documenti partecipanti		
Partecipante	Offerta economica	Documentazione Amministrativa
AZIENDA DUMMY 6	 Download	 Download
AZIENDA DUMMY 15	 Download	 Download
AZIENDA DUMMY 13	 Download	 Download

20 TERMS AND CONDITIONS OF USE OF THE SYSTEM

The access to and participation through the System implies acceptance of all the terms and conditions of use and the warnings in this *User Guide* and the information published on the website of the contracting authority.

The contracting authority reserves the right to modify, at its sole and unquestionable discretion, the aforementioned terms, conditions and warnings at any time and without prior notice. It is your sole responsibility to constantly verify said terms, conditions and warnings.

The recording and storage of log files is provided for 12 months, pursuant to Order No. 300 of November 27, 2008, by the Data Protection Authority and subsequent amendments, in order to ensure security, data protection, and service continuity.

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21 RULES OF CONDUCT

You must use the System in good faith and exclusively for the purposes admitted by this *User Guide*.