



EBRD Client E-Procurement Portal (ECEPP)

Frequently Asked Questions

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Which procurement opportunities are tendered through ECEPP?

ECEPP is available for the procurement of goods, works and services procured by the Bank's clients from loan proceeds (infrastructure works, plants, materials etc...) with the Bank's procurement advisers performing a review and monitoring role.

Use of ECEPP by registered Bank's clients is currently voluntary and therefore some opportunities are published on Bank's project procurement website. It is anticipated that use of ECEPP for project procurement will become mandatory as from January 2016.

www.ebrd.com/cs/Satellite?c=Content&cid=1395236455748&pagename=EBRD%2FContent%2FContentLayout

The above link is for Project Procurement Main page.

The link should go to "Current Notices" as per below:

<http://www.ebrd.com/cs/Satellite?c=PageModule&cid=1395241340489&d=&pagename=EBRD%2FPageModule%2FPreFilterLink>

Which procurement opportunities are NOT tendered through ECEPP ?

Corporate Procurement

These are NOT tendered on ECEPP. If you wish to supply goods, works or services for the Bank's Headquarters in London and its Resident Offices in the Bank's countries of operations (e.g. general services, catering, security, maintenance, IT, furniture etc.) are all procured through the Bank's Corporate Procurement Unit. Information on registration is available at:

<http://www.ebrd.com/procurement/corporate-procurement.html>

Consultancy Services (Technical Cooperation Funds)

These are NOT tendered on ECEPP. If you are a consultant wishing to register for technical cooperation assignments for the Bank and its clients' operations (e.g. feasibility studies, due diligence assessments, project implementation, institutional building, law reform and all other consultancy services) these are all procured or overseen by the Bank's Consultancy Services Unit. Information on registration is available at:

<http://www.ebrd.com/work-with-us/procurement/consultancy-services.html>

Who can register on ECEPP?

Suppliers from any country may register in ECEPP to participate in tenders for the supplier of goods, works or services for contracts tendered in ECEPP.

Bank clients will be pre-registered by EBRD when setting up the project in ECEPP. They will receive a

direct invitation to register additional staff and allocate roles to allow them to undertake procurement using ECEPP. If you are a client who does not yet have an invitation, please refer to the Operation Leader or Procurement Specialist assigned to the project.

As stated in the EBRD Procurement Policy and Rules, the EBRD Client is solely responsible for the procurement process undertaken under any tender exercise using ECEPP. The EBRD will review and provide it's no objection (where required) based on information provided by the EBRD Client.

What procurement rules apply?

All contracts tendered on ECEPP are subject to the Bank's Procurement Policies and Rules.

<http://www.ebrd.com/work-with-us/procurement/policies-and-rules.html>

Does the EBRD pay suppliers?

The EBRD is not a party to the contract and therefore has no obligation to make payment to the Supplier. The payment arrangements for particular projects are set out in the financing agreement between the EBRD and the respective client. The contract conditions included in the tender documents will govern the payment terms applicable to each contract.

What are the terms and conditions of tenders?

All terms and conditions are specified in each tender document.

The Bank has a series of standard tender documents. The standard tender documents used in ECEPP have been specially adapted for use in ECEPP only and may differ from those published on Bank's Project Procurement website.

How will I know what criteria the clients are using for the evaluation of a tender?

Tender evaluation is always carried out in a comprehensive, equitable, auditable and transparent manner. To ensure the fairness of the process, evaluation criteria and methods are always defined in the tender documents.

How long does the procurement process take?

The tentative timetable of each procurement process is specified in the tender document.

How will I know if I have been prequalified or short-listed?

You will be informed in due course by the relevant client and the prequalified/shortlisted firms will be published on ECEPP.

How do I make a complaint about part of the procurement process?

If you wish to lodge a complaint about a procurement process, please visit the complaints page

<http://www.ebrd.com/work-with-us/procurement/project-procurement-complaints.html>

Can I ask for a debriefing to find out why I was unsuccessful in a tender?

The tender evaluation process is confidential up to the signing of the contract. At this point the notification of the contract award is published on ECEPP.

Further information on debriefings may be found in Annex 1, Paragraph 14 of the Bank's PP&R

<http://www.ebrd.com/work-with-us/procurement/policies-and-rules.html>

Where can I find general information on EBRD financed projects?

All public or private projects information is available at:

<http://www.ebrd.com/work-with-us/project-finance/project-summary-documents.html>

Where can I find information on contract awards, prequalified lists, public report and procurement data?

For information relevant to particular tenders please visit: <https://www.ecepp.ebrd.com/delta/noticeSearchResults.html>

For information such as procurement data and procurement reports these are published on the EBRD [main website](http://www.ebrd.com/home). <http://www.ebrd.com/home>

Who can I contact?

If you have a technical or system query, please use the 'Live Chat' functionality once inside ECEPP, or alternatively forward your enquiry to the ECEPP Help desk via email helpdesk@ecepp.ebrd.com or call on **(+44) 141 270 7618** during normal UK business hours.

What can I do once I'm registered as a client?

Registering as a client on the EBRD website will give you access to Project Manager, Contracts Manager and Account Management facilities:

- **Project Manager** allows you to access appropriate projects. Within each project, you will be able to complete and publish contract notices, addendum forms and awards as well as managing PQQs and ITTs.
- **Contracts Manager** allows you to create contract records of awarded contract opportunities using the Contract Register facility.
- **Account Manager** allows you to update contact details as well as view your organisation structure.

I've forgotten my log in details, how can I proceed?

Your username is the email address you registered with. If you are unable to log in with the password you have, click Reset Password below the log in area and follow the steps shown.

I've created a PQQ or ITT, why won't it open?

A PQQ or ITT will only become available to suppliers to respond once all No Objections have been confirmed. The status of the PQQ/ITT will confirm if it is still in the process of being approved for No Objection or if it has been completed.

If the opening date passes and the No Objection process has not been completed, the PQQ/ITT will not open until this process has been completed.

Why don't I have the option to publish?

You won't have the option to publish if you are a Registered User or Auditor. Only Administrators and Supervisors have this permission.

How long will it take for my notice to be published?

Publishing a notice in ECEPP will only take place once the Bank has provided its no-objection. Confirmation will be sent via email once your notice has been published on ECEPP. EBRD aims to republish ECEPP notices on TED (Tenders Electronic Daily) and UN Development Website. It can take several days for the notice to be re-published on these sites. Closing dates will not be amended due to any delay in re-publication on these sites.

Can I amend the opening and closing dates on an Invitation to Tender (ITT)?

Yes, the opening and closing dates and times can be amended. However, this must be completed prior to submitting the asset for No Objection. If the asset is in the middle of this process, the client user must submit a request to amend the PQQ/ITT via the Submit Amendment option.

What is the time used for issuing and closing a procurement notice?

Please note that all times in ECEPP are based on Greenwich Mean Time (GMT) to ensure standardization. Suppliers must take care to ensure that tenders are submitted within the time stated by ECEPP and you are recommended to submit your tenders in good time.

What happens when I submit a tender (submit an offer)?

You may submit a tender at any time up to the time stated for tender closing. All times in ECEPP are based on Greenwich Mean Time (GMT) to ensure standardization. Suppliers must take care to ensure that tenders are submitted within the time stated by ECEPP and you are recommended to submit your tenders in good time. Tenders are held securely in the tenderbox and cannot be seen by any users once submitted. Suppliers may withdraw and/or amend and re-submit the tender at any time up to the time stated for tender closing, after which the tender will be frozen in the system and not accessible.

What is a Tender Exercise?

A tender exercise is an area which houses Notices, PQQs and ITTs. It can be used to run the following competitive procedures:

Goods / Works / Supply and Install/ Consultancy Services with the following options:

- Open Tender Single Stage
- Open Tender Single Stage with PQQ
- Open Tender Two Stage
- Open Tender Two Stage with PQQ
- Selective Tendering
- Direct Contracting
- Shopping
- Consultancy from Shortlist
- Consultancy Direct Contract
- Consultancy Competitive

What is a Project?

A Project is the area within the system that allows the Bank to create an area within the system to house specific tender exercises. Within the tender exercises, the system will allow the user to create and complete contract notices, PQQ's and ITTs relevant to each project.

The Project area will also allow Bank users to invite specific users, view the total values of the projects created and, if applicable, manage pending No Objections/Objections (note this is specific to Bank users).

How do I invite a Client into a Project?

To invite a client-in to a Project, the client needs to be invited into ECEPP by EBRD or an existing Client who is already set up within the Project.

Once the client has been set up, the client's main contact will receive an email invitation to complete client details. Once registered, he/she will then be able to invite other client-users, into this Project only.

Click Project Manager and then select the appropriate Project. Within the Project, click Invite. Follow the online instructions adding the users email address and selecting their role within the Project.

What are user roles?

User roles are privileges assigned to designated members of your organisation. There are four different user roles:

- **Administrator** - has access to all assets in the organisation and has the ability to manage users.
- **Supervisor** - can create, edit and publish assets across their organisation.
- **Registered User** - can create and edit their own assets, however cannot submit notices for publication.
- **Auditor** - can view assets in a read-only manner.

How do I add a user?

To add users in to your organisation, you must be an Administrator. While logged in, click on the following: Account → My Organisation → Users (tab) → Invite New Users (foot of page). Follow the online instructions of adding the new users email address, selecting their role and which department you wish to add them into.

Can I access an audit trail of all actions taken place within my account?

An activity log containing all actions, which are date and time stamped, can be viewed or downloaded from the ECEPP.

What is the maximum file size I can upload?

The maximum file size you can upload is 50MB per document. There is no limit on the number of documents you can upload.

How do I ensure that I don't lose any of my work?

When completing document, click on 'Save' regularly. Most areas within ECEPP automatically save changes when you switch between pages, i.e. navigating from one section to another via the Next/ Previous options. The service has a timeout facility of 20 minutes for security purposes.

I keep getting a Concurrent Login error message, what is this?

This is a system notification that will occur if you try and log in to your account while already logged in on another device.

What do I do to ensure that I receive your emails?

To ensure that ECEPP generated emails are successfully delivered to your inbox, please add helpdesk@ecepp.ebrd.com to your address book and/or safe list.

Is support available to answer my questions regarding ECEPP?

Yes, support is available through a variety of channels. Online user guides and integrated help text should provide you with the information you require. If you still have any unanswered questions, please use the Contact Us form to submit a query directly to the Helpdesk.