



Pre-Commercial Procurement

Quick User Guide for the
e-Procurement Platform
TUTTOGARE PA®

Important preliminary information



Please note that subcontractors and members of consortia that will not be Lead Tenderers (Lead Contractors if awarded the contract) can also register in the Platform but are not mandated to do so. In any case, they must not submit any tender documentation. That responsibility remains within the Lead Tenderer only, as each tenderer may submit no more than one tender (alone, as Lead Tenderer, as part of a Consortium, or as subcontractor). This means that the tenderer may only submit a bid on his own or in one (temporary) Consortium. It also means that an economic operator or affiliated entity can participate as a subcontractor in one tender only. Failure to do so leads to the automatic exclusion of all bids in which they take part.

Abbreviations

Abbreviation	Description
EO	Economic Operator: any natural or legal person or public entity or group of such persons and/or entities, including any temporary association of undertakings, which offers the execution of works and/or a work, the supply of products or the provision of services on the market
PCP	Pre-Commercial Procurement: an approach to procuring R&D services governed by Communication from the European Commission 799/2007 (https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2007:0799:FIN:EN:PDF)

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1

Necessary equipment for using the System

Necessary equipment for using the System

To use the Platform, you must independently provide, at your own care and expense, the necessary technical and IT equipment, including but not limited to:



A stable internet connection.



An updated web browser for internet navigation (Google Chrome and Mozilla Firefox are recommended – high performance is not guaranteed with Microsoft Edge).



An email address.

Technical guidelines for using the applications:

- For file compression, it is highly recommended to use an open-source software such as ZIP and 7-ZIP.
- It is recommended to pay attention to file naming, avoiding ellipses and special symbols.

2

Registration of the Economic Operator

Registration of the Economic Operator (1 of 3)

Home page

Before participating in the Pre-Commercial Procurement, as a first step, you must register on the platform (<https://pcp-wise.tuttogare.it/>) by clicking on one of the «Register» buttons on the home page (1).

The screenshot shows the home page of the PCP WISE platform. At the top, there is a dark blue header bar containing the text 'Institutional website', the date and time '19/08/2025 16:41', the language 'English', a search icon, and an 'Access' button. A red box highlights the 'Register' button in the top right corner of the header. A red arrow points from this button down to a green 'Register' button located in the main content area. A yellow circle with the number '1' is placed on the arrow. The main content area features the 'PCP WISE' logo, a navigation menu with 'Innovation' and 'Other initiatives and information', and a section titled 'Access the reserved area with:'. This section includes a 'Credentials' tab and a message: 'You can log in with your credentials or you can register on the platform'. Below this message are two buttons: a blue 'Log in with credentials' button and a green 'Register' button. The green 'Register' button is highlighted with a red box.

Registration of the Economic Operator (2 of 3)

Registration form

After clicking on «**Register**», you must fill in a form containing the minimum data required to generate your credentials. The fields marked with an asterisk must be filled in. After saving, you will receive an email at the indicated email address containing a confirmation link for registration. The registration process will only be completed, and your account activated, after clicking on the link you have received. You must do that within the following 48 hours. If this deadline expires, you must repeat this operation.

!

The pre-registration allows you to enter the minimum data for the generation of the credentials for managing the registration procedure on the platform.

Upon saving, you will receive an email at the provided email address or (if applicable) certified email address. This email will contain a link to confirm the registration. Only after clicking the link and verifying your account will you be enabled and able to log in.

Credentials

Email address *

Email address

! Indicate the ordinary mail address, any certified mailbox will be inserted later

Repeat e-mail address*

Repeat e-mail address

Password*

Password

Repeat the password*

Repeat the password

Credentials

Contact data

Economic Operator Data

Product Categories

Personal Data Processing Information

Product categories are set up according to the single system of classification for public contracts, which is to say the CPV (Common Procurement Vocabulary) adopted by EC Regulation No 213/2008.

At the time of registration, you declare that you have read and understood the User Guide of the Platform.

Registration of the Economic Operator (3 of 3)

Password features and operations for unlocking your profile

If you have not used 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, you will receive a link to the e-mail address you entered during your 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, you will receive a link to the e-mail address you entered during your 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.

Your registration, access to and use of the Platform implies your acceptance of and compliance with the Terms and Conditions of service in this User Guide.



User blocked for non-use for more than 6 months

Unlock

Your password must be at least twelve characters long and must contain at least:

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

3

Completion of the Economic Operator Profile

Completion of the Economic Operator Profile

Completion of the participant profile

After completing your registration and logging in, you can complete your profile with your company information. To complete your profile, click on your company name in the Economic Operator Menu (1) and then fill in the required information (2). If you need it, you can save some of the data and fill in the remaining ones at a later time. The information in your profile can be updated at any time.

Economic Operator Menu

- TENDERER 03 (1)
- Messages
- User Guide
- Requests (1)
- ESPD
- Contracts
- PCP management
- Log out

TENDERER 03 (2) Save

General data ✓ CPV categories ✓ Company data ⚠ Public registers ✓ Additional Data ⚠ Organization ⚠ Certifications ✓

SOA certifications and Turnover ✓ Technical services ✓ Messages Messages Historical

⚠ Your profile is not complete

General data

Name ** (Required per company) PEC address (email address for non-Italian users) *

TENDERER 03 tenderer.03@pec.studioamica.it

*Note: For the purposes of your communications with the Contracting Authority, the «**Messages**» section in the Economic Operator Menu (3) and the email address associated to your profile are intended to be elected as your «digital domicile». **Please make sure that you check your spam folder and authorise communications from PCP Wise consortium.***

4

Use of credentials and assumption of responsibility

Use of credentials and assumption of responsibility (1 of 2)

1

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 your exclusive responsibility, in accordance with the principles of fairness and good faith, without prejudice to the System, the Users and Third Parties.

2

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.

3

Where Third Parties know your credentials, they can access the System and conduct operations and legally binding acts which are directly attributable to you.

4

The Contracting Authority and the System Manager are exempt from any responsibility, and you will assume all responsibility for: (a) claims for compensation and direct or indirect damages to the Contracting Authority, the System Manager or Third Parties as a consequence of any abuse, misuse or detrimental use of your credentials, and (b) damages to you as a consequence of any misuse of your credentials.

5

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 Authority or the System Manager.

Use of credentials and assumption of responsibility (2 of 2)

6

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

7

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.

8

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. In this case, the Contracting Authority and the System Manager reserve the right to modify your Account at any time and communicate your new credentials to you. In addition, you may send the System Manager a copy of the police report you have filed within the following 48 hours.

9

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.

5

Participation in Pre-Commercial Procurement

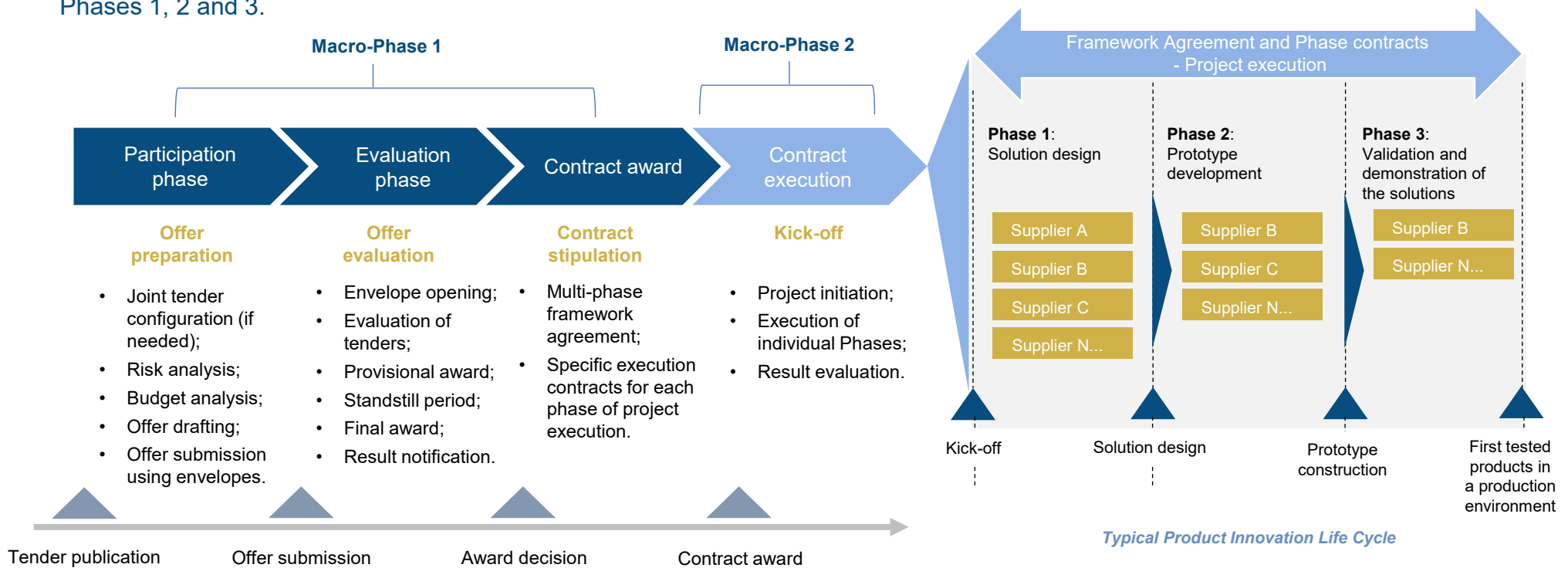
Participation in Pre-Commercial Procurement (1 of 13)

Participation process in Pre-Commercial Procurement

Pre-Commercial Procurement (PCP) is a competitive procedure with **3 PCP phases**.

Following the **Tendering stage (Macro-Phase 1)** several providers will be awarded Framework Agreements and PCP phase 1 contracts. In the **Contract execution stage (Macro-Phase 2)**, the providers will be awarded contracts for PCP phase 2 and PCP phase 3 if they completed successfully the previous phase.

Please refer to the Tender Documents – TD1 Request for Tenders (RfT), for the detailed information about the PCP process and Phases 1, 2 and 3.



Participation in Pre-Commercial Procurement (2 of 13)

Access to the Portal and overview of the Pre-Commercial Procurement Calls for Tenders

The Platform for participating in the Pre-Commercial Procurement (PCP) launched by PCP WISE is accessible at: <https://pcp-wise.tuttogare.it/>

The screenshot displays the PCP WISE portal interface. On the left, a sidebar contains navigation links: 'TENDERER 01', 'Messages', 'User Guide', 'Requests', and 'ESPD'. The main header area features a 'Tender procedures' dropdown menu. A red box labeled '1' highlights the 'Innovation' option in this menu. A yellow callout box points to a sub-menu where a red box labeled '2' highlights the 'Pre-commercial' option. Below the navigation, the section 'ACTIVE PRE-COMMERCIAL TENDERS' is visible, with a 'See them all' link. A red box highlights a specific tender card titled 'PRE-COMMERCIAL PROCUREMENT FOR THE CUSTOMISATION/PRE-OPERATIONALIZATION OF WATER MANAGEMENT INNOVATIONS FROM SPACE FOR EUROPEAN CLIMATE RESILIENCE'. The card includes a flask icon, a 'Deadline' indicator with a clock icon, and a 'See details' button with a magnifying glass icon.

List of active PCP tenders on the Home Page

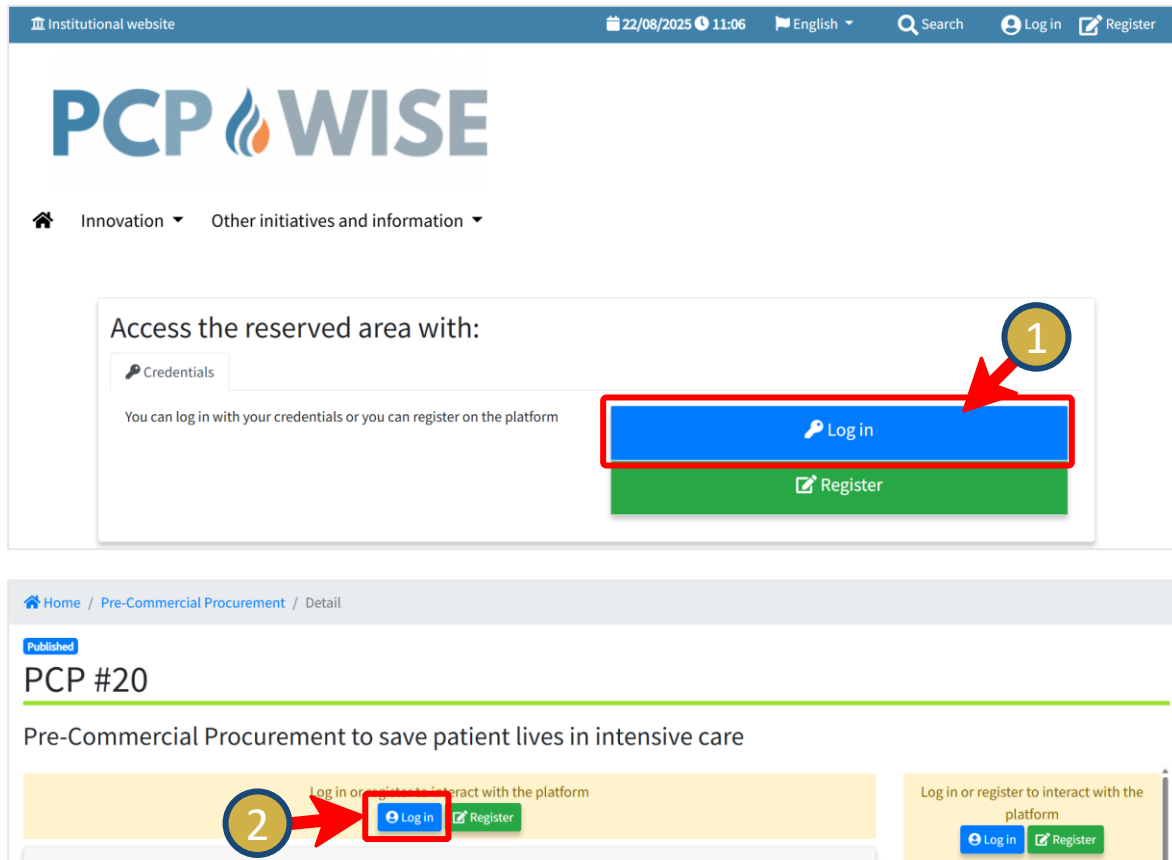
You can see the list of active PCP tenders on your homepage or by clicking on «**Innovation**» (1) and then on «**Pre-Commercial**» (2).

NOTE: THE DESCRIPTION OF PROCESSES AND FUNCTIONALITIES ON THE FOLLOWING PAGES APPLIES THROUGHOUT THE ENTIRE PROCUREMENT PROCEDURE, FROM PARTICIPATION TO ALL THE PHASES OF PROJECT EXECUTION.


Participation in Pre-Commercial Procurement (3 of 13)

Log in to the Platform


After you register and confirm your e-mail address, you can log in to your private area by clicking on «**Log in**» both on the **Home page** (1) and on the **Detail page** of the tender procedure (2). If you forget your password, you can click on «**Reset password**» (3) to receive a reset link in your email inbox and change it.



[< Come back](#)

 Email address

Email address

 Password

Password

Log in

Register

You can't log in

[Reset password](#) [Regenerate confirmation PEC](#)

Participation in Pre-Commercial Procurement (4 of 13)

Detail page of the PCP Call for Tenders: overview of the sections and features

After you log in and open a procedure, you can view the Detail page with the preliminary information, download the attachments (Tender Rules, Technical Specifications, other attachments, etc.) and participate in the tender procedure.

The screenshot shows the 'Detail' page for 'PCP #17'. The page is titled 'Pre-Commercial Procurement to cut costs and increase efficiency of building management'. It features a sidebar on the left with navigation links: TENDERER 01, Messages, User Guide, Requests, ESPD, Contracts, Tender management, Innovation campaign management, and OMC management. The main content area is divided into two columns. The left column, labeled 'PCP Information Section', contains 'Tender information' (Published: 07/08/2025, Total budget: € 5.000.000,00) and 'Product categories'. The right column, labeled 'PCP Phase Navigator', contains 'Planned phases' (Phase 1, Phase 2, Phase 3) and a 'Quick Menu' with links to Tender information, Product categories, Phase information, Milestones and Deliverables, Deadlines, Attachments, and Questions. Annotations 1, 2, and 3 are present: 1 points to the 'Planned phases' section, 2 points to the 'Quick Menu' section, and 3 points to the 'Participate' button. A red box highlights the 'PCP Information Section' and the 'PCP Phase Navigator' sections.

Home / Pre-Commercial Procurement / Detail

Published

PCP #17

Pre-Commercial Procurement to cut costs and increase efficiency of building management

[Participate](#)

Tender information *PCP Information Section*

Published	Total budget
07/08/2025	€ 5.000.000,00

Product categories

Planned phases *PCP Phase Navigator*

- ☒ Phase 1
- ☐ Phase 2
- ☐ Phase 3

Quick Menu

- Tender information
- Product categories
- Phase information **Phase 1**
- Milestones and Deliverables **Phase 1**
- Deadlines **Phase 1**
- Attachments **Phase 1**
- Questions **Phase 1**

In the Detail page, you can move through the information pages on the single phases of the PCP tender («PCP Phase Navigator») (1) and through the information sections of the tender (also accessible through the dedicated «Quick Menu») (2) and you can click on one of the «Participate» buttons to enter the Tender Panel (3).

Participation in Pre-Commercial Procurement (5 of 13)

Detail page of the PCP Call for Tenders: questions and answers

You can ask questions in the Detail page of the tender before the deadline set by the **Contracting Authority**. You can send your question by writing it on screen and clicking on «**Submit a question**» (1). The System allows you to attach documents and/or pictures.

The screenshot shows the 'PCP #17' detail page. On the left sidebar, the 'Messages' menu item is highlighted with a red box and a yellow circle with the number '2'. In the main content area, the 'Submit a question' button is highlighted with a red box and a yellow circle with the number '1'. A red arrow points from the 'Submit a question' button to the 'Messages' menu item. A yellow arrow points from the 'Submit a question' button to the 'Attachments' section on the right.

The **Contracting Authority** can either answer your question in the Public Area or to you privately. In the latter case, you will view the answer in the «**Messages**» section within the Economic Operator Menu (2).

The screenshot shows the 'Questions' section. It displays a question titled 'Question #2' with a timestamp of '20/08/2025 10:20'. Below the question, there is an 'Answer' section with a timestamp of '20/08/2025 10:20'. The text 'Answer to question: Public Area' is displayed in red. The 'Phase 1' label is visible in the top right corner.

Participation in Pre-Commercial Procurement (6 of 13)

Joint Tenders

In the case of participating as a group of economic operators, the **Lead Tenderer is the only entity authorized to declare the group**. **IF YOU ARE NOT THE LEAD TENDERER, YOU MUST NOT DIRECTLY PARTICIPATE IN THE TENDER ON THE PLATFORM.** To declare a Group of Economic Operators, you can click on «**Participate**» in the Detail page of the tender (1) to enter the Participation Area, where you can click on «**Add a participant to the group**» (2) to enter the data related to the group. **Please note that the provisions on this page also apply to the tendering process in Execution Phase 2 and Execution Phase 3.**

PCP #17

Pre-Commercial Procurement to cut costs and improve efficiency

Participate

Please note that if you need to declare a subcontractor, you can do it through the respective Tender Documents (e.g. TD10, TD11 and TD12) in the envelopes, as required in the tender specifications, and not through any functionalities on the Platform.

Group of economic operators

Country

Corporate Tax Code

Corporate name

Role

+ Add a participant to the group

Save

Please note that subcontractors and members of consortia that will not be Lead Contractors (if selected) can also register on the platform but are not mandated to do so. In any case, they must not submit any tender documentation. That responsibility remains within the Lead Contractor.

Group of economic operators

Country

Corporate Tax Code

Corporate name

Role

Italia

Corporate Tax Code

Corporate name

Select

✓ Select

Joint tenderer

Consortium

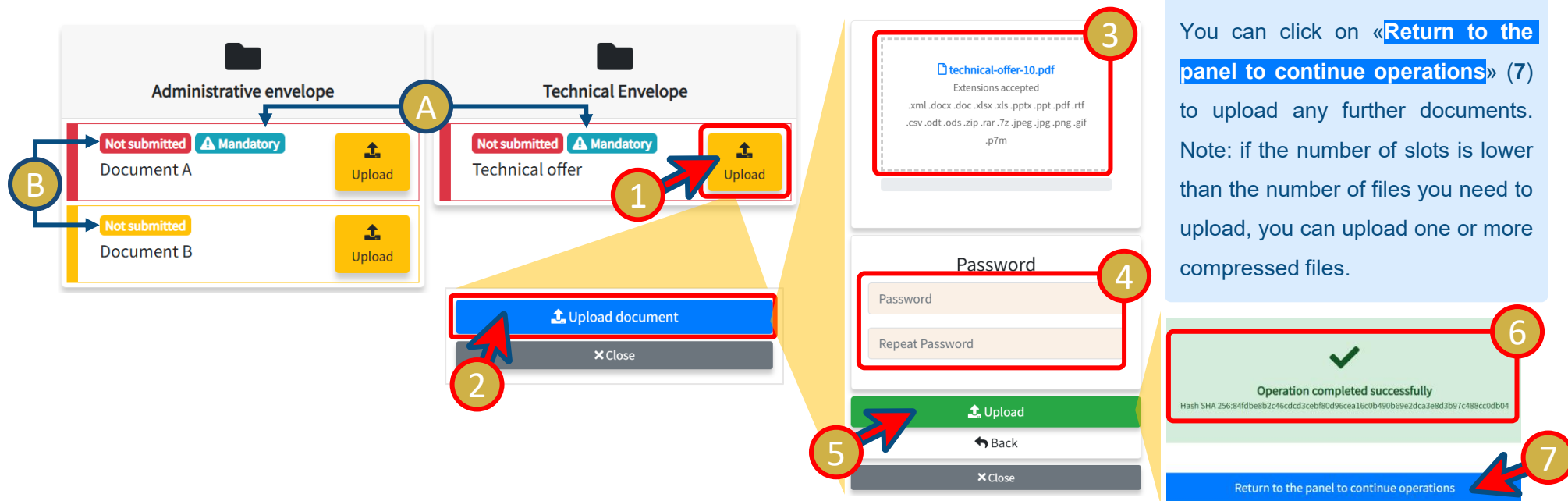
member

For each participant in the group, you must enter: their country of origin, their Company Tax Code and their Company name and select the role «*Joint tenderer*» (for the purposes of this PCP procedure, please don't use the role «*Consortium member*»).

Participation in Pre-Commercial Procurement (7 of 13)

Tender and document upload

You can view and upload the Envelopes in the Participation Area. For each slot, the System indicates whether the file to be uploaded is «**Mandatory**» or not (**A**); before the upload, the mandatory slots are labelled as «**Not submitted**» while the non mandatory ones are labelled as «**Not submitted**» (**B**). To upload a file, you can click on «**Upload**» (1), then on «**Upload document**» (2), then on the slot «**Choose file**» (3), so you can choose the file to be uploaded from your device; alternatively, you can drag the file and drop it into the slot. After uploading the file, you can enter and repeat a password (4) (made up of at least 12 characters, an upper-case letter, a lower-case letter, a number, and a special character) which is needed to encrypt your file. Once you have entered the password, you can complete the operation by clicking on «**Upload**» (5). The System will indicate the successful outcome of the upload (6).



Participation in Pre-Commercial Procurement (8 of 13)

Preview of the Envelopes

Here is the list of the documents that you will submit in each Envelope and a preview of the Envelopes as you may view them on the Platform.

List of documentation requested by the Contracting Authority

ENVELOPE A ADMINISTRATIVE ENVELOPE	ENVELOPE B TECHNICAL ENVELOPE	ENVELOPE C FINANCIAL ENVELOPE
Documentation regarding enrolment in a trade register	TD8. Technical form	TD9. Financial form
CVs		
Documentation regarding proof of availability of testing facilities and necessary materials and/or equipment		
TD10. ESPD		
TD11. CONSORTIA STATEMENT		
TD12. Standard self-declaration form (for project references)		

Preview of the e-Procurement Platform's interface

Administrative envelope

Not submitted Mandatory

Documentation regarding enrolment in a trade register

Upload

Not submitted Mandatory

CVs

Upload

Not submitted Mandatory

Documentation regarding proof of availability of testing facilities and necessary materials and/or equipment

Upload

Not submitted Mandatory

TD10. ESPD

Upload

Not submitted

TD11. CONSORTIA STATEMENT

Upload

Not submitted Mandatory

TD12. Standard self-declaration form (for project references)

Upload

Technical Envelope

Not submitted Mandatory

TD8. Technical form

Upload

Financial envelope

Not submitted Mandatory

TD9. Financial form

Upload

Please note that the preview image may look different inside the Platform's user interface

Participation in Pre-Commercial Procurement (9 of 13)

Tender submission and withdrawal

SUBMISSION OF THE TENDER

Once you have uploaded all the mandatory slots, the System warns you that **your tender has not been submitted yet** (1). You can complete your participation by clicking on «**Submit**» (2). After that, the System informs you that your offer has been submitted and simultaneously sends you a notification to the «**Messages**» section and to the e-mail address indicated during your registration on the Platform.

The screenshot shows the tender submission interface. At the top, there are three tabs: 'Administrative documentation', 'Technical offer', and 'Economic offer'. Each tab has a 'Submitted' status, a 'Mandatory' indicator, and a 'Modify' button. Below the tabs, a red box with a yellow circle containing the number '1' and a warning icon contains the text 'Tender not yet submitted'. Below this, a green bar with a yellow circle containing the number '2' and a red arrow pointing to a 'Submit' button is shown. At the bottom, a green box with a large green checkmark contains the text 'Your participation has been successfully submitted' and 'A certified e-mail has been sent to confirm the operation'.

WITHDRAWAL OF THE TENDER

Once you have sent the offer, you can withdraw your participation before the deadline set for submitting the offers. To withdraw your participation, you can go to the Detail page of the tender and click on «**Participation withdrawal**» (3). After that, the System informs you that your offer has been withdraw and simultaneously sends you a notification to the «**Messages**» section and to the e-mail address indicated during your registration on the Platform. **After withdrawing your participation, you can submit your tender again at any time before the deadline set for submitting the offers.**

The screenshot shows the tender withdrawal interface. At the top, there are three tabs: 'Administrative envelope', 'Technical Envelope', and 'Economic envelope'. Each tab has a 'Submitted' status, a 'Mandatory' indicator, and a 'Modify' button. Below the tabs, a green bar with a large green checkmark contains the text 'Offer sent'. Below this, a red bar with a yellow circle containing the number '3' and a red arrow pointing to a 'Participation withdrawal' button is shown.

Participation in Pre-Commercial Procurement (10 of 13)

Management of clarification & additional evidence by the Contracting Authority

If the **Contracting Authority** sends you a request for clarification or additional evidence, you will receive it in the «**Requests**» within the Economic Operator menu (1), where you can also view a **numerical notification**. In this section, the requests which have not been processed yet are «Active» and are marked with a **yellow dot** (2). To respond to the request, you can click on the object of the request or the «**magnifying glass**» icon (3), upload the file in the upload window (4), add any accompanying notes (if needed) and click on «**Submit**» (5). The successful transmission of the response will be confirmed by a message that you receive in the «**Messages**» section of the Economic Operator menu (6).

Type	Deadline*	Opening date	Digital signature required
Clarification	30/08/2025 14:00		No

Object
Clarification - Pre-Commercial Procurement

Text
test

Attachments

4

response.pdf
Extensions accepted
.xml .gif .jpeg .jpg .png .mp4 .mp3 .wav .wmv .txt .csv .CSV .docx .doc .xlsx .xls .pptx .ppt .pdf .rtf .odt .ods .zip .rar .json .7z .p7m

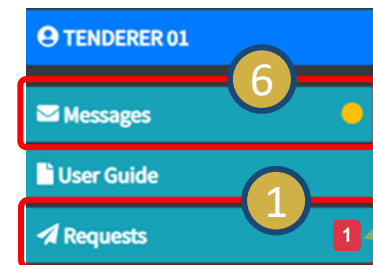
5

Submit

Object	Request date	Deadline
Clarification - Pre-Commercial Procurement	20/08/2025 12:45	30/08/2025 14:00

3

Search icon



Participation in Pre-Commercial Procurement (11 of 13)

Contract Management - Framework Agreement and Specific Contracts

After the contract award, the **Contracting Authority** can send you the contract to be signed on the platform. In this case, you will receive it in the «**Requests**» section within the Economic Operator menu (1), where you can also view a **numerical notification**. In this section, the requests which have not been processed yet are «Active» and are marked with a **yellow dot** (2). To return the countersigned contract, you can click on the object of the request or the «**magnifying glass**» icon (3), upload the file in the upload window (4), add any accompanying notes (if needed) and click on «**Submit**» (5). The successful transmission of the response will be confirmed by a message that you receive in the «**Messages**» section of the Economic Operator menu (6).

Info

Type	Deadline*	Opening date	Digital signature required
Drawing up documents	30/08/2025 14:00		No

Request

Object
Contract documents - test

Text
test

Attachments

Submit

4

contract.pdf
Extensions accepted
.xml .gif .jpeg .jpg .png .mp3 .mp4 .wav .wmv .txt .csv .CSV .docx .doc .xlsx .xls .pptx .ppt .pdf .rtf .odt .ods .zip .rar .json .7z .p7m

Additional accompanying notes

Answer

5

Submit

Search:

Object Request date Deadline

Contract documents - test 20/08/2025 15:16 30/08/2025 14:00

3

2

Active

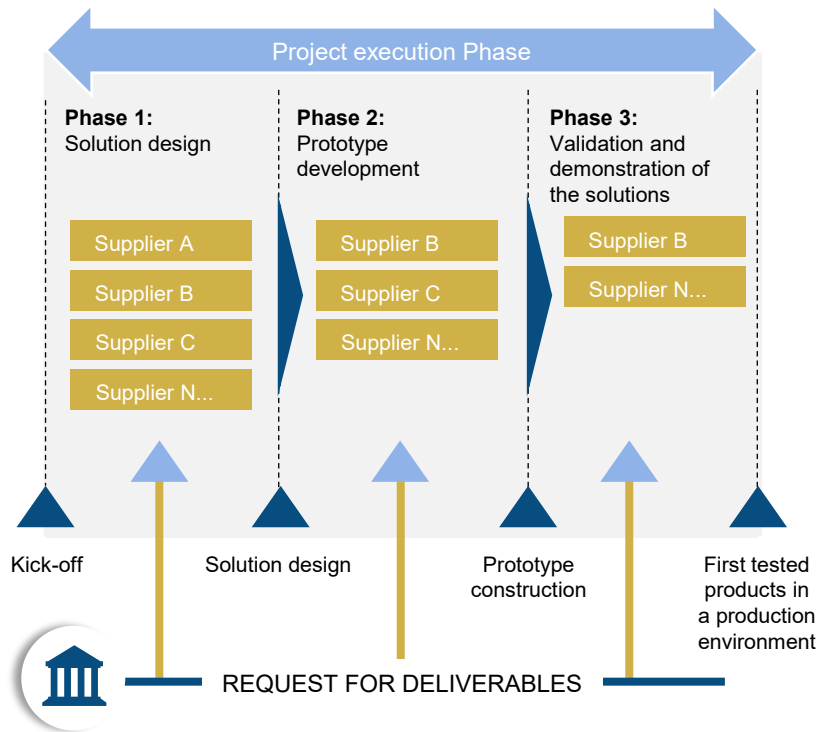
Contracts

Drawing up documents

Participation in Pre-Commercial Procurement (12 of 13)

Participation in the execution Phase (1 of 2)

In Pre-Commercial Procurement, during each Execution Phase of the project (research and development services), the **Contracting Authority** requests participants to submit the Deliverables (documentation) required for the execution of research and development services. To this end, you will receive a message requesting the Deliverables in the «**Requests**» section within the EO menu (1). You can view and manage the request for producing the Deliverables by clicking on the request object or the «**magnifying glass**» icon (2). The request may include a deadline. **Your response** follows the **same functional logic** as the section dedicated to **requests for clarification and additional evidence**.



The screenshot shows the **TENDERER03** interface. The **Requests** section is active, displaying a list of requests. A red box highlights the **Requests** menu item (1). A red arrow points to the magnifying glass icon (2) on the request entry.

Object	Request date	Deadline
Deliverable - Pre-Commercial Procurement	20/08/2025 13:10	30/08/2025 14:00

The request details are shown below:

Info

Type	Deadline*	Opening date	Digital signature required
Deliverable	30/08/2025 14:00		No

Request

Object: Deliverable - Pre-Commercial Procurement

Text: test

Attachments:

Submit

Participation in Pre-Commercial Procurement (13 of 13)

Participation in the execution Phase (2 of 2)

During the Project Execution Phases, you can also view and manage the requests for deliverables sent by the **Contracting Authority** by clicking on «**Execution panel**» within the Detail page of the tender.

Execution

PCP #19

Pre-Commercial Procurement

Tenderer panel

Requests from the Contracting Authority

Execution panel

Tenderer panel

Requests from the Contracting Authority

Execution panel

The Execution panel allows you to monitor the status, the deadlines and the submission dates of all the requests for deliverables sent by the Contracting Authority.

Milestone A - Conclusion prediction: «Execution panel» screen

Deliverable A

Requests received

1

Conclusion prediction

Next deadline

30/08/2025 14:00

Requests from the Contracting Authority

Contract details

Milestone A - Conclusion prediction:

Phase information Phase 3

6

Terms and conditions of service and Rules of conduct

Terms and conditions of service and Rules of conduct

TERMS AND CONDITIONS OF SERVICE

- The access to and participation through the System imply 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 as well as a full acceptance of all the Tender Documents as they are published.
- 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, in order to ensure security, data protection, and service continuity, pursuant to Order No. 300 of November 27, 2008, by the Data Protection Authority and subsequent amendments.

RULES OF CONDUCT

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

7

Help Desk contact point

Help Desk contact point



For support in case of any issue about your personal data, your credentials and the use of TUTTOGARE PA®, you can write to the following address. If you need to be called back by our Customer Support, you can specify your telephone number in your message.



assistenza@tuttogare.it