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TECHNICAL STANDARDS FOR THE OPERATION OF THE E-PROCUREMENT PLATFORM “TuttoGare”

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1. OBJECT

These Technical operating standards constitute a practical guide aimed at guiding - on the platform- the economic operator with the processes of:

- Registration
- Participation in pre-commercial tenders

The “TuttoGare” PA e-procurement platform allows Institutions to entrust public contracts for the execution of services, which are essential for the execution of their institutional activities.

For correct identification of the role, tasks, and responsibilities between the Body, the System Manager, and the Users (registered parties), it is necessary to refer to these Technical Regulations and the documents of each tender procedure, published by the Institution.

The use of online trading platforms guarantees compliance with equal conditions, data integrity, and confidentiality of offers and contributes to the achievement of the objective of simplification, greater validity and transparency of the procedures, as well as increasing the possibilities of participation by economic operators.

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2. SUBJECTS

The Subjects who make use of the Platform to carry out their tenders, use a back-office section with the necessary capability to engage the belonging Administration, whose documents are, therefore, directly attributed to it.

The supplier of the Platform is the System Manager, appointed by the Institution for the management of the IT applications, that are necessary for the functioning of the platform. The System Manager checks the main operating parameters, reporting any anomalies; he is responsible for the IT, logical, and physical security and holds the role of Head of Security and System Administrator, following the specific regulations. He is also responsible for the adoption of all the measures established by Legislative Decree 196/2003 and by the GDPR 2016/679 regarding the security of the processing of personal data, for which reference is made to the following paragraph 11.

Accredited Subjects are also to be considered all those economic operators registered following the procedures set out below (paragraph 3). These are to be considered accountable for any action performed within the System.



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3. REGISTRATION OF THE ECONOMIC OPERATOR

The registration of the economic operator allows participation in tenders, which takes place in compliance with these Technical Standards.

The interested subjects must correctly fill in the forms on the platform, which will appear after clicking on the “Register” button on the platform homepage of the reference Institution.

The economic operator must proceed with the following mandatory data entry:

- Email address
- Login password
- Contact Name
- Contact Surname
- User Type, to be chosen from:
 - Company
 - Professional
- Registered name (mandatory only for companies)
- State
- Tax Code (either of the Company or the Professional)
- VAT Number
- P.E.C address (if not in possession of a PEC address, an email address can be entered)
- Commodity categories – CPV
- Acceptance of the processing of personal data and the privacy policy
- Acceptance of the Technical Rules of Use

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The Commodity Categories are configured according to the single classification system for public procurement the Common European Vocabulary (CPV - Common Procurement Vocabulary) adopted by EC Regulation no. 213/2008. Once the required sections have been completed, upon saving the data, the economic operator will receive, at the PEC address indicated (or e-mail, in the case of an operator not in possession of a PEC), a link confirming the registration. Only after clicking on the link, and then confirming the Registration, the economic operator will be accredited to the System and will be able to log in using his / her credentials. This operation can be carried out within the following 48 (forty-eight) hours. After this deadline, the operation must be repeated.

With the completion of the Registration, the economic operator will be able to submit his request to participate in the tenders announced by the Institution.

Registration, access, and use of the online platform entail full acceptance of all the terms, conditions, and warnings contained in these Technical Standards, as well as all the documents governing each qualification, tender, or assignment procedure and, in general, everything



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brought to the attention of economic operators through the publication of notice on the System and/or specific personal communications sent to the indicated Certified E-mail address.

NB Once completed, the Registration of the economic operator will also be valid for all the other Institutions that use the “TuttoGare” Platform for the management of their tenders. For this purpose, it will be enough for the economic operator to "extend" his registration by logging in with his credentials on the platform of the chosen Body.

The chosen password should be at least 8 characters long and must contain at least:

- One uppercase character
- One lowercase character
- One number
- One special character (e.g. !?_*)

Accounts will be automatically deactivated after 6 months of inactivity. It will be possible to proceed- independently- with the credentials’ reactivation, by clicking on the “Unlock” button that will appear at the first access attempt. The operation will automatically send an e-mail to the ordinary mail address indicated by the economic operator during the registration phase, containing a link to proceed with unlocking. This operation can be carried out within the following 48 hours. After this deadline, the operation must be repeated.

The User has five attempts to correctly enter the login credentials; at the fifth wrong attempt, the User will be blocked. It will be possible to proceed- independently- with the credentials’ reactivation, by clicking on the “Unlock” button that will appear at the first access attempt. The operation will automatically send an e-mail to the ordinary mail address indicated by the economic operator during the registration phase, containing a link to proceed with unlocking. This operation can be carried out within the following 48 hours. After this deadline, the operation must be repeated.

For security reasons, the system requires the access password to be changed every 3 months.

4. HOW TO USE THE LOGIN CREDENTIALS AND ASSUMPTION OF LIABILITY

The system login credential (user-id and password) are personal. Accredited subjects are required to keep them with the utmost diligence and to keep them secret and confidential, not to disclose them or transfer them to third parties, and to use them under their own and exclusive responsibility, in compliance with the principles of correctness and good faith. Thus, avoiding causing injuries to the System, the Users operating therein and Third Parties.

To this end, the accredited subjects adopt all the appropriate technical and organizational measures to guarantee the correct use of the same and undertake to immediately notify the System Manager of any loss, theft, abusive or improper use of the credentials.

The accredited subjects take note that the knowledge of the personal credentials by third



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parties would allow them to access the System and to carry out legally binding actions and acts directly attributable to the accredited subject.

The accredited subjects exempt the Body and the System Operator, assuming all responsibility, in relation to:

- claims for damages, direct or indirect, suffered by the Entity, the System Operator or third parties because of the improper, abusive, or in any case prejudicial use of one's Credentials
- damages suffered by the Accredited Persons themselves due to improper use of their Credentials

The Accredited subjects undertake to compensate the Institution and the System Operator for any damages that they may suffer as a result of such events. In particular, the accredited subject bears the costs of any legal actions that may involve the Body or the System Operator.

In all cases of theft or loss of the Account - from which the unauthorized disclosure of the same may arise - the accredited person must immediately communicate this circumstance to the System Manager through the Help Desk service indicated in the Portal, which will carry out the appropriate checks to identify the caller and suspend the validity of the Account. The accredited subject must therefore provide (within the following 48 hours) the System Manager with a copy of the report made to the competent Authorities.

The Entity and the System Operator reserve the right to modify the Account assigned to the Accredited Persons at any time, communicating the new credentials to them.

The use of the Account credentials is valid to unquestionably attribute to the subjects, to whom they have been issued, and for them to the subjects represented, all the manifestations of will, and in general, all the actions, deeds, and facts implemented through the System, including the operations carried out as part of the tender procedures, which are understood to be carried out on the time and day resulting from the System registrations, following the art. 1, paragraph 1, lett. u-ter, Legislative Decree 82/2005 (Digital Administration Code).

The use of the Account does not exempt its Holder from using the Digital Signature tool. The deeds and documents for which is requested the digital signature cannot be considered valid and effective if they are not signed in the required manner.

All Accredited Subjects are required to comply with the laws, regulations, and contracts regarding the conservation and use of the Digital Signature tool, and specifically art. 28 of Presidential Decree 445/2000 and art. 24 of Legislative Decree 82/2005 and any other instructions gave on the matter by the Certification Authority who issued the instrument. It expressly exempts the Entity and the System Operator from any liability for prejudicial consequences of any nature and damage, direct or indirect, caused to them or third parties due to or as a consequence of the use of the Digital Signature.

For more details on the use of the Digital Signature, please refer to paragraph 8 of these Technical Regulations.



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5. HOW TO PARTICIPATE IN THE PRE-COMMERCIAL TENDER PROCEDURES

Participation in pre-commercial tenders carried out through the “TuttoGare” Platform takes place under these Technical Standards and the tender documents published by the Institution regarding the specific procedure.

Economic operators wishing to participate must first register on the System following the procedure referred to in paragraph 3 of these Technical Regulations.

After logging in to their reserved area and identifying the tender of interest from the "Pre-commercial tenders" menu, the economic operator, by clicking on its Object, access the "Participation Panel", which contains all the details for each planned phase:

- Tender Information
- Commodity-related Items
- Phase Information
- Valuation Criteria
- Milestones and Deliverables
- Deadlines
- Required documents (divided into Administrative Envelope, Technical Envelope, and Economic Envelope)
- Attachments
- list of clarifications (possible - if received)
- Inspection requests

On the same screen, the economic operator will display the following functions:

- Request clarification: it allows the economic operator to submit requests for clarification directly to the Contracting Authority. After formulating the query and clicking on “request clarification”, the economic operator will receive a PEC (or e-mail, in the case of an operator not in possession of a PEC) of acceptance and delivery of the question. The answer to the query will be sent to the requesting economic operator via Certified Electronic Mail. The List of Clarifications will be available on the same screen as to the details of the tender in question.



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- Request Site Inspection (if any): it allows the economic operator to submit a request for any planned Inspection. Once the application is submitted, the economic operator will receive a PEC (or e-mail, in case of the operator not in possession of PEC) certifying the delivery by the Institution and, subsequently, Pec (or e-mail, in case of the operator not in possession of PEC) communication by the Institution of the date and time set for its completion.
- Enroll now: It should be noted that this command will be visible only until the deadline for submitting offers, after the expiration date it will no longer be possible to submit the application or continue operations already started.

[Upload documents](#)

The economic operator can propose his candidacy by clicking on the “enroll now” button. This command will be visible only until the deadline for submitting offers, after the expiration date it will no longer be possible to submit the application or continue operations already started.

It is therefore important that the participation transaction is carried out before the deadline for the tender.

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After clicking on the “Enroll Now” button, the economic operator will access a screen that will first allow him to enter any Business Groups. To insert the structure of the grouping, simply click on the command:

+ Add participant to the grouping.

and fill in the required fields:

- State
- Tax Code
- Company Name
- Role within the group (Principal/ Consortium Member)

In the event of participation in the Tender through Business Grouping, the burden of transmitting the documentation will be borne solely by the economic operator coordinator,



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who, before sending the tender documentation, must enter the participants of the Group in the System.

Registration on the portal is mandatory for the envoy economic operator, while it is not mandatory for the mandating economic operators.

WARNING: In case of grouping participation, it is advisable to immediately insert the structure of the same, since if inserted or modified later than the loading of the envelopes containing the technical and/or economic offer, the System will automatically revoke the offers generated through the same, and will necessarily require the generation of new ones.

After entering any grouping, the economic operator can see the icons depicting the telematics “Envelopes”, within which he must enter all the required tender documents. There are three types of “envelopes”:

- Envelope "A - Administrative envelope" with the list of administrative documents requested with the indication of any documents for which the digital signature is mandatory.
- Envelope "B - Technical envelope" with the list of technical documents required with the indication of any documents for which the digital signature is mandatory.
- Envelope "C - Economic envelope" with the list of economic documents requested with the indication of any documents for which the digital signature is mandatory.

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Envelope "A - Administrative envelope"

To upload the administrative documents, it will be necessary to click on the button  correspondence of every single document requested by the Institution.

For each file to be uploaded, after clicking on the aforementioned icon, the System will allow choosing the file to upload (digital signature will be mandatory only if requested by the organization) by clicking on the “Choose File” button ... and upload it. The system will ask for a "Password" consisting of 12 characters, essential for file encryption, to protect its secrecy and inviolability; the same must be kept by the economic operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents.

Once the personalized key has been inserted, by clicking on “Upload” the system will upload the documentation. In the end, the System will confirm that the operation has been carried out successfully.

Until the deadline for submitting the offer, the economic operator may:



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- view the loaded documentation.
- replace the documentation already loaded. The new files will completely replace those loaded previously.
- Change any structure of the grouping.

WARNING: economic operators are strongly advised to proceed with the loading of the documentation well in advance of the deadline for submission of offers as the size of the files, together with other factors (such as the speed of the Internet connection) will affect the loading time of the same on the System, thus jeopardizing the very possibility of participation.

To proceed with the loading of the subsequent envelopes, the economic operator must return to the tender panel.

Envelope "B - Technical envelope"

The economic operator must proceed with the loading of the envelope concerning the technical offer documents.

To upload the technical documents, the System may have one or both of the following options:

- a. Upload each file of technical documents required.
- b. Generate the technical offer document directly on the screen.

The economic operator must "load" and/or "generate" the Technical offer in relation to the options chosen by the Institution when configuring the offer, which may be based on "Discretionary" or "Quantitative" criteria (with the automatic evaluation of offers);

- a. Upload every single file of technical documentation required. To upload the technical documents, it will be necessary to click  the button corresponding to every single document requested by the Institution. For each file to be uploaded, after clicking on the aforementioned icon, the System will allow you to choose the file to be uploaded (the digital signature will be mandatory only if requested by the Institution) by clicking on the "Choose file" button ... and upload it. The system will ask for a "Password" consisting of 12 characters, essential for file encryption, to protect its secrecy and inviolability; the same must be kept by the economic operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents. The same must be kept by the economic



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operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents.

Once the personalized key has been inserted, by clicking on "Upload" the system will upload the documentation. In the end, the System will confirm that the operation has been carried out successfully.

Until the deadline for submitting the offer, the economic operator may:

- view the loaded documentation.
- replace the documentation already loaded. The new files will completely replace those loaded previously.
- Change any structure of the grouping.

WARNING: economic operators are strongly advised to proceed with the loading of the documentation well in advance of the deadline for submission of offers as the size of the files, together with other factors (such as the speed of the Internet connection) will affect the loading time of the same on the System, thus jeopardizing the very possibility of participation.

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b. Generate the technical offer document directly on the screen. This command will appear for the "Quantitative" type criteria involving an automatic evaluation of the offers entrusted to the System or for criteria that require the completion of a questionnaire.

The formulas available, chosen by the Institution are:

Inversely proportional

The System will assign a score inversely proportional to the offer.

The relevant expression is:

$$Pa = (Rmin/Ra)Pmax$$

Where

Pa = Score assigned to the offer (a)

$Rmin$ = Value of the lowest offer



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Ra = Value (discount) offered by the competitor a

$Pmax$ = Score assigned to the criterion

Directly proportional

The System will calculate the score to be attributed through a linear interpolation (Guidelines n. 2, implementing the Legislative Decree 18 April 2016, n. 50, bearing “Offer economically more favorable”).

The relevant expression is:

$$V_{ai} = Ra/Rmax$$

Where

V_{ai} = Offer performance coefficient (a) with respect to requirement (i), variable between 0 and 1

Ra = Value (discount) offered by the competitor

$Rmax$ = Value (discount) of the cheapest offer

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ON/OFF

The Economic Operator must limit himself to highlighting that he owns certain company characteristics (e.g: quality certifications), or to be available to adapt the minimum executive procedures planned by the terms of the contract to the required improvements. It is emphasized that it will always be the Contracting Authority, in the tender documents, to indicate to the Economic Operator the specific requirement needed.

The Economic Operator will then display a drop-down menu that will allow him to choose between:

- YES: in this case, the system will assign the maximum score for the criterion
- NO: in this
- case the System will assign 0 (zero) points, without the possibility of graduation.



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Tabular

The System will assign the score based on ranges established by the contracting authority bounded by a minimum bid and a maximum bid.

In this case, the Economic Operator must indicate its offer and the System will proceed to assign the maximum score for the specific range.

It is emphasized that, if provided for by the Contracting Authority, every single table value could be subject to a new parameterization.

It is highlighted that the chosen formula will be referred exclusively to the Contracting Authority and will be indicated in the tender documents governing the procedure.

In all cases referred to in letter b) of this paragraph ("Generate the technical offer document directly on the screen"), the economic operator must first generate the offer on the screen by clicking on the homonym command "Generate technical offer" and fill in the forms proposed by the System, which are based upon the directions provided by the Contracting Authority in the deeds that regulate the procedure.

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At the end of the compilation, The system will ask for a "Password" consisting of 12 characters, essential for file encryption, to protect its secrecy and inviolability; the same must be kept by the economic operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents. The same must be kept by the economic operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents.

Once the password has been entered, the economic operator must click on "Generate offer" and the System will generate a file, containing the offer, that the economic operator must:

- download by clicking on the "Download offer" button
- if requested by the institution, digitally sign (for more details regarding the use of the Digital Signature please refer to paragraph 20 of these Technical Standards)



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- reload to the System by clicking on the “Upload document” button.

WARNING: in the event of a mismatch between the file generated by the System and the one uploaded by the economic operator, the System will issue the following message:

Offer recognition error - #007

Warning: if the digital signature is not inserted or if it is invalid, the system will issue the following message:

-

Digital Signature Error - #005

-

ATTENTION: it is advisable to follow the instructions below.

- The file generated by the System must not be modified in any way. Any type of alteration, even a simple print, and scan of the file, will lead to a modification of the digital fingerprint of the same, thus compromising its recognition.

It is important to keep in mind that other factors may affect the recognition of the file, modifying it. For example, and not limited to sending the document by post and subsequent uploading of the file to a different location than the one from which it was downloaded. It is strongly recommended to upload the offer file generated by the system from the same location on which the download was made.

-

- Some compression methods of the archives making up the digital envelopes could release errors.

The recognized formats are .Zip .Rar and .7Zip.

It is highly recommended to compress files following this process:

- Right mouse button
- Send to
- Compressed (zipped) Folder



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-
- Additional errors could be due to using special characters or spaces in file naming.

It is strongly recommended to avoid special symbols, preferring the " " (underscore) symbol if necessary.

-

Until the deadline for submitting the offer, the economic operator may:

- View the uploaded documents
- Replace the already loaded documents. The new files will completely replace those loaded previously
- Regenerate the technical offer. The new files will completely replace those loaded previously
- Download the technical offer
- Change any structure of the grouping. ATTENTION: In the case of participation in grouping, if inserted or modified at a later time than the loading of the envelope containing the offer, the System will automatically revoke the offer generated on the screen and will compulsorily request the generation of a new one.

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WARNING: economic operators are strongly advised to proceed with the loading of the documentation well in advance of the deadline for submission of offers as the size of the files, together with other factors (such as the speed of the Internet connection) will affect the loading time of the same on the System, thus jeopardizing the very possibility of participation.

To proceed with the loading of the next envelope, the economic operator must return to the tender panel.

Envelope “C – Economic Envelope”

To upload the papers containing the economic offer, the System could present the Economic Operator with one of the following options:

STUDIO AMICA S.r.l. – P.IVA 01850570746
Via Giordano, 56 - 72025 San Donaci (BR) – Italy
Via Vittoria Colonna, 29 - 20149 Milano (MI) – Italy
telefono +(39) 0831 63 50 05 fax +(39) 0831 68 12 15



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- a. Upload every file of economic documents requested
- b. Generate the economic offer document directly on the screen

The economic operator must "load" and/or "generate" the Economic offer in relation to the options chosen by the Entity when configuring the offer, which may be based on "Quantitative" criteria (with the automatic evaluation of the offers).

- a. Upload each file of the economic documents required. To upload the technical documents, it will be necessary to click on the  on corresponding to every single document requested by the Institution. For each file to be uploaded, after clicking on the aforementioned icon, the System will allow you to choose the file to be uploaded (the digital signature will be mandatory only if requested by the Institution) by clicking on the "Choose file" button ... and upload it. The system will ask for a "Password" consisting of 12 characters, essential for file encryption, to protect its secrecy and inviolability; the same must be kept by the economic operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents. The same must be kept by the economic operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents.

Once the personalized key has been inserted, by clicking on "Upload" the system will upload the documentation. In the end, the System will confirm that the operation has been carried out successfully.

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Until the deadline for submitting the offer, the economic operator may:

- view the loaded documentation
- replace the documentation already loaded. The new files will completely replace those loaded previously
- Change any structure of the grouping.

WARNING: economic operators are strongly advised to proceed with the loading of the documentation well in advance of the deadline for submission of offers as the size of the files, together with other factors (such as the speed of the Internet connection) will affect the loading time of the same on the System, thus jeopardizing the very possibility of participation



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- b. Generate the technical offer document directly on the screen. This command will appear for the “Quantitative” type criteria involving an automatic evaluation of the offers entrusted to the System or for criteria that require the completion of a questionnaire.

The formulas available, chosen by the Institution are:

Inversely proportional

The System will assign a score inversely proportional to the offer.

The relevant expression is:

$$Pa=(Rmin/Ra)Pmax$$

Where

Pa = Score assigned to the offer (a)

$Rmin$ = Value of the lowest offer

Ra = Value (discount) offered by the competitor a

$Pmax$ = Score assigned to the criterion

In all cases referred to in letter b) of this paragraph (“Generate the technical offer document directly on the screen”), the economic operator must first generate the offer on the screen by clicking on the homonym command "Generate technical offer" and fill in the forms proposed by the System, which are based upon the directions provided by the Contracting Authority in the deeds that regulate the procedure.

At the end of the compilation, The system will ask for a "Password" consisting of 12 characters, essential for file encryption, to protect its secrecy and inviolability; the same must be kept by the economic operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents. The same must be kept by the economic operator as, exceptionally, it could be requested by the Institution when opening the "Envelopes" to access the documents.



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Once the password has been entered, the economic operator must click on “Generate offer” and the System will generate a file, containing the offer, that the economic operator must:

- download by clicking on the “Download offer” button
- if requested by the institution, digitally sign (for more details regarding the use of the Digital Signature please refer to paragraph 20 of these Technical Standards)
- reload to the System by clicking on the “Upload document” button.

WARNING: in the event of a mismatch between the file generated by the System and the one uploaded by the economic operator, the System will issue the following message:

Offer recognition error - #007

Warning: if the digital signature is not inserted or if it is invalid, the system will issue the following message:

-

Digital Signature Error - #005

-

ATTENTION: it is advisable to follow the instructions below.

- The file generated by the System must not be modified in any way. Any type of alteration, even a simple print, and scan of the file, will lead to a modification of the digital fingerprint of the same, thus compromising its recognition.

It is important to keep in mind that other factors may affect the recognition of the file, modifying it. For example, and not limited to sending the document by post and subsequent uploading of the file to a different location than the one from which it was downloaded. It is strongly recommended to upload the offer file generated by the



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system from the same location on which the download was made.

-

- Some compression methods of the archives making up the digital envelopes could release errors.

The recognized formats are .Zip .Rar and .7Zip.

It is highly recommended to compress files following this process:

- Right mouse button
- Send to
- Compressed (zipped) Folder

-

- Additional errors could be due to using special characters or spaces in file naming.

It is strongly recommended to avoid special symbols, preferring the " " (underscore) symbol if necessary.

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Until the deadline for submitting the offer, the economic operator may:

- View the uploaded documents
- Replace the already loaded documents. The new files will completely replace those loaded previously
- Regenerate the technical offer. The new files will completely replace those loaded previously
- Download the technical offer
- Change any structure of the grouping. ATTENTION: In the case of participation in grouping, if inserted or modified at a later time than the loading of the envelope

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containing the offer, the System will automatically revoke the offer generated on the screen and will compulsorily request the generation of a new one.

WARNING: economic operators are strongly advised to proceed with the loading of the documentation well in advance of the deadline for submission of offers as the size of the files, together with other factors (such as the speed of the Internet connection) will affect the loading time of the same on the System, thus jeopardizing the very possibility of participation.

To proceed with the submission of the participation, the economic operator must return to the Tender Panel and Send the Participation.

Participation Submission

Once all the "Envelopes" have been loaded, the system will make available the SEND button which will allow the economic operator to forward the request to participate in the tender. By clicking on the command, the System will check the presence of all the mandatory documents inside the "Envelopes"; and will issue the following message:

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Transaction successful

After verifying the presence of all the "Envelopes", the System will send the economic operator, via PEC (or e-mail, in the case of an operator not in possession of a PEC), confirmation of attendance.

Only when he/she sees this message and has received, by the Institution, via PEC (or e-mail, in the case of an operator not in possession of a PEC) the receipt of delivery of the request for participation, the economic operator can consider sent the instance.

After sending the participation in the tender and within the deadline time, the Economic Operator will have the possibility to:

- View the uploaded documents



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- Replace the already loaded documents. The new files will completely replace those loaded previously
- Regenerate the technical/economic offer. The new files will completely replace those loaded previously
- Download the technical offer
- Change any structure of the grouping. ATTENTION: In the case of participation in grouping, if inserted or modified at a later time than the loading of the envelope containing the offer, the System will automatically revoke the offer generated on the screen and will compulsorily request the generation of a new one. In this case, the economic operator will have to send his participation again
- Revoke their participation in the tender. Within the deadline for submitting the offer, the economic operator may revoke the participation by clicking on the Revoke button: the System will send a PEC (or e-mail, in the case of an operator not in possession of a PEC) with the confirmation of the delivery of the request for the participation annulment. A revoked offer will be deleted from the System and will be equivalent to an unsubmitted offer. Together with the offer, all the documents for admission to the tender and any papers presented in support of the offer will be deleted too.

The System will not accept offers submitted after the deadline.

It is advisable to send your offer well in advance, to allow the Contracting Authority and/or the Platform Manager to provide any assistance that may be necessary for overcoming any problems related to the lack of mastery in the use of the platform by economic operators.

The offer submitted by the tender deadline is binding for the competing economic operator.

The submission of the offer means that the competitor accepts these Technical Standards, the conditions envisaged for participating in the tender, and all the documents prearranged by the



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Contracting Authority.

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-
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6. ONLINE PUBLIC SESSION

To access the online public session for the opening of the envelopes, at the date and time indicated by the Contracting Authority, the economic operator must connect to the System and log in with personal credentials.

-

Once logged in, from the Pre-commercial procurement menu, the operator must click on the tender of interest and then on Participant Panel, from which he can download the documents sent for the attendance and view the progress of the opening of the envelopes, and especially:

1. The participants' list
2. The opened envelopes
3. Date and time of opening
4. Any exclusions

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All the following potential public sessions will be communicated to the economic operators through a specific PEC communication (or e-mail, in the case of an operator not in possession of a PEC).

-

NB The information, as above, will be viewable only and exclusively following the opening of the public session by the institution.

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7. REQUEST FOR INTEGRATIONS

STUDIO AMICA S.r.l. – P.IVA 01850570746
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Any requests for Integrations, Instructor Aid and Justification of anomalous offers will be forwarded to the economic operator via Pec (or e-mail, in the case of an operator not in possession of a PEC) and, at the same time, through a specific notice that the operator will receive in the Communications section of the personal area on the platform.

The operator can respond to requests through the Platform by clicking on the appropriate button

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Integration Requests

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which appears in the participation panel of the reference tender.

After clicking on the command, it will be displayed the "subject" of the request made by the institution, the expiration date, and a magnifying glass icon from which you can reply and send all the supplementary papers.

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8. SYSTEM APPLICATION – EQUIPMENT

Access and participation in pre-commercial tenders through the “TuttoGare” platform is reserved for Registered Persons only, following these Technical Regulations, and must comply with the same, the tender procedure documents and the instructions contained within the Portal and/or communicated from time to time by the Institution.

To be able to use the Platform, economic operators must equip themselves, at their care and expenses, of the technical and IT equipment necessary for this purpose, including the Certified Electronic Mail and Digital Signature tools and the connections to the telecommunication lines, necessary for the internet connection and, in general, to perform activities within the System. As regards in details to the use of the digital signature, the System complies with what is required by EU Regulation 910/2014 - eIDAS - and accepts both the CADES format (extension



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.p7m) and PAdES (extension .pdf), both recognized by the European Commission Implementing Decision (EU) 2015/1506, to have legal validity.

9. WARRANTY, RESTRICTION OF LIABILITY

The system is based upon an advanced technological platform, tested and reliable, updated to the latest developments in technology, implemented with methods and solutions that tend to prevent operations changes in documents, System Records, and other telematics and IT representations of the acts and operations carried out within the procedures. The System Manager undertakes to maintain high standards of quality and safety for the service. The User declares and acknowledges that the System Registrations are a full proof of the relationships between the parties. These Registrations are confidential and will not be disclosed to third parties, except for the expressly permitted cases -such as the case of the right of access to the documents referred to in Law 241/1990 and subsequent amendments- or instructions coming from the Judicial Authority.

Except in case of willful misconduct or gross negligence, the Body and the System Operator will not be held liable for any kind of damage, direct or indirect, for loss of profit or emerging damage, which may be suffered by Users, Administrations, or Third parties due or in any case as a result of access, use or non-use.

Where possible, the Institution or the System Manager will notify the economic operators in advance for any maintenance interventions on the System.

The users, on the other end, acknowledge and accept that access to the System may at any time be suspended or limited for carrying out technical interventions aimed at restoring or improving its functioning or safety.

All the contents of the portal and, in general, the services that refer to the IT system of online tenders, provided by the Institution and the System Manager, are made available as shown from the portal and the System.



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The Institution and the System Manager do not guarantee the correspondence of the contents on the Portal and in general of all the services offered by the System to the needs, expressed or implicit, of the other Users of the System.

The Body and the System Manager do not assume any responsibility for the contents of third parties' websites, which can be accessed through links placed within the portal of the Body, since these are outside its control.

10. APPLICABLE REGULATIONS.

These Technical Standards operate in compliance and implementation of the current legislation on pre-commercial procurement and, in general, of the Italian and EU law, as well as of the current regulations on Digital Administration, PEC, and Digital Signature.

Although not explicitly indicated by these Rules, the online tenders and any legal act or transaction set up within the same are disciplined by the aforementioned legal and regulatory instructions.

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The Entity reserves the right, at its sole and unquestionable judgment, to make any changes to these Technical Standards that may be appropriate or otherwise necessary to ensure the functionality of the System, in compliance with the rules of transparency, correctness, and impartiality of the administrative action. In this case, the authorized economic operators will be notified of the change by certified e-mail and / or by publishing on the portal the changes made. Therefore, the user may request his account to be disabled employing the appropriate communication form present on the portal, signed with a digital signature, and sent to the address specified on the portal. In the absence of withdrawal, the new Rules will be considered automatically accepted and will be applicable from the date indicated for their entry into force.

11. SYSTEM'S TERMS AND CONDITIONS

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Access and participation through the System imply the punctual acceptance of all the terms, conditions of use and warnings contained in these Technical Standards and / or what is brought to the attention of Users through publication on the Body's website.

The Organization reserves the right to modify, at its exclusive and unquestionable judgment, at any time and without notice, the terms, conditions, and warnings. Users are fully responsible for the constant control of these terms, conditions, and warnings.

12. RULES OF CONDUCT

System Users are required to use the System in good faith and exclusively for the purposes permitted by these Technical Standards. The Accredited Economic Operators are responsible for any violations of the law and regulations, regarding the purchase of goods, services, and public works contracts of the Public Administration and for any kind of administrative, civil, or criminal offense.

The Accredited Persons undertake to put in place all the conduct necessary to avoid disruptions through the portal, which will violate the Trading Systems, with particular reference to conduct such as, by way of example, and not limited to: auction disruption, ghost deals, cartel agreements.

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13. RECORDS ACCESS

The right of access to deeds and documents other than those already published and/or made available on the Portal (law no. 241 of 7th August 1990), subject to the authorization granted by the Procedure Manager indicated in the procedure documents, will be employed "by querying the IT system records that contain the documentation in electronic format "of the documents of the procedure, or" by sending or making available an authentic copy of the documents ", as required by art. 53 (Access to documents and confidentiality), Legislative Decree no. 50/2016. The forwarding of an authentic copy of the documentation, to the person entitled to it, is carried out by the Entity by sending the requested document to the Certified Electronic Mailbox communicated to the System by the Accredited Person or indicated by the



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latter at the time of submitting the request of Access. In any case, only the Accredited Persons are entitled to access the procedure deeds.

The inquiry of the System registrations, to exercise the right of access to the documents, may be carried out within the terms referred to in paragraph 2 of art. 53, Legislative Decree 50/2016.

14. PRIVACY- GDPR 2016/679

The Entity is the owner of the Data Processing carried out for the correct functioning of the System and the purposes indicated each time in the reports provided to the interested parties when collecting data. These reports also describe the scope of data communication and data distribution.

The System Manager is the Data Processing Manager with a particular connection to the System security matter and compliance with the minimum-security measures.

When registering, the economic operator is required to accept the note on the processing of personal data and the platform's Privacy Policy, as well as these Technical Regulations. Acceptance is an indispensable condition for the completion of the Registration.

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15. JURISDICTION

For any dispute that may arise regarding the execution, interpretation, implementation, and modification of these Technical Regulations, the Users agree to the exclusive jurisdiction of the Court of Brindisi.