QUESTIONS AND ANSWERS

RELIEF PCP CALL FOR TENDERS

Nº	SUBJECT	QUESTIONS	ANSWERS
1	Access to the focus groups transcriptions	Challenges descriptions are too much general to the point that any of them could be applied to any pathology / disease not to chronic pain only. I understand that this has been done with the intention of facilitating the work of the tenderers. On the contrary to propose a viable solution, we need to be very specific and this can only be done from a more specific description of the needs. Is there a way to access to detailed information related to the previous phases of the project, especially related to the needs of users (patients, caregivers, professionals, ...)?	By completing the Technical offer (Technical Envelope) and most concretely, the Impact on the RELIEF Challenge section, the suppliers should describe an outline of the envisages overall innovation idea. In fact, the Technical envelope is structured to facilitate suppliers to answer all dedicated aspects covered by the potential idea (project management, how the envisaged solution will be able to solve the relief challenges, initial business plan of the idea, the activities to be undertaken during phase 1 and rest of phases, etc.). Suppliers should explain how their innovative solution will solve the problem and/or use the business opportunity according to the challenges identified by the RELIEF Tender. In addition, they have to describe how their project idea intends to develop something new. The Technical offer is a summary that describes aspects to be covered in a convincing way to enable evaluators to make effective assessment of the offers. In the exposed example, suppliers should propose innovative solutions explained in the Technical Offer, describing at what extend their solution will facilitate the effectiveness of adherence to treatment. For example, according to this specific challenge which are the functionalities, the improvements, the advantages that they can bring in order to face the challenge. The suppliers finally awarded for Phase 1 will develop deeply a complete Feasibility Study, demonstrating the technical, financial and commercial feasibility of the proposed concepts and approach to meet the procurement needs; taking also into account that they will visit the Procurers premises to learn about the operational boundary conditions governing the design of targeted solutions; reinforcing this way the Solution Design developed during Phase 1.

2	Evaluation criteria related to challenges applied in phase 1	How are the evaluation criteria applied in relation to the challenges in a phase whose objective is the design of the solution? Let me explain it with a concrete case. The "challenge 3", "increase effectiveness of adherence to treatment". What is it supposed to be described in our proposal, bearing in mind that cannot be the design of the solution, due to the fact that the design of the solution is the final product of this phase.	We recommend you to review the following sections of the RELIEF Tender Documents to understand the RELIEF unmet needs and the composition of the User's Group: - Tender Document (TD1): REQUEST FOR TENDERS: Section 3 Description of the Services to be procured - Tender Document (TD2): RELIEF PCP CHALLENGE In addition, you will find attached the Deliverable D3.1 Market Review; users need that has been prepared by the RELIEF Consortium. In this document, it is deeply described the process to validate the unmet needs at Public Procurer level and the redefinition of the RELIEF Challenge. However, we would like to remark that the Buyer's Group are looking for a solution that could improve the self-management of chronic pain patients treated in Pain Units; so, we are looking for a general solution focused on chronic pain; independently the pathology that has caused it. The field testing will be implemented with patients treated in the Pain Units of the procurer's hospitals. Finally, during Phase 1 suppliers should visit the procurer's hospitals and see how they work in Pain Units. This activity is reinforcing the Feasibility Study in phase 1.
3	Participation in a joint consortia	Our company is going to present itself to the tender in consortia with another technological company. We would also like incorporate to the project to the Pain Unit of a public hospital. The hospital wants to have a presence in the offer, and participation in all phases of the project. ¿How should we do this incorporation?	The call for tender is open to all operator including public and non-profit entities. Tenders may be submitted by a single entity or in collaboration with others. The latter can involve either submitting a joint tender or subcontracting, or a combination of the two approaches. More details can be found on Section 4.1 Eligible tenderers, joint tenders and subcontracting (pages 31-32 of TD1). The involvement of each party in the tender should be analyzed by the tenderers depending on the profiles, type of activities developed and level of participation in the R&D services. During the evaluation phase of the offers, the feasibility of the initial business plan to commercialize the proposed solution will be assessed. Finally, it is important to mention that during the execution of the phases, the bidder will have the opportunity to work together with the 3 Pain Units involve in the call for tender (the Buyer's Group) and visit their facilities to see how they work.
4	OMC outcomes	In the TD1 is indicated that "According to the industry, not similar solution in the market covers all the identified needs". Would be possible to consult any report that systematically collects the responses of the industry to the OMC, furthermore from the document of Q&A"?	Yes, it is available deliverable 3.1 "Market review; stakeholder's consultation" in which the PCP Challenge validation and the outcomes of the OPM are described. You can find this document on the RELIEF website (Deliverables Section): http://relief-chronicpain.eu/pdf/RELIEF_D3%201.pdf

5	Supporting documents with the suppliers invoices	In TD1 and TD3 are indicated that the expenses of research personnel must be detailed, with dedicated hours and hourly cost. Each of the invoices have be supported by payroll records and monthly time sheets?	In the financial offer, it is required to detailed binding unit prices for all items needed for carrying out phase 1 and for items that are expected to be needed for phases 2 and 3. The unit prices quoted for each category of items (e.g. hourly rates for junior and senior researchers, developers and testers) remain binding for all phases (i.e. for the duration of the framework agreement). This detailed information is required in the financial offer and serves to evaluate the compliance criteria established in terms of assessing: • R&D definition • Place of performance of the contract See explanation given in 4.4 Compliance criteria Section (pages 37-40 of the TD1). During the Monitoring and assessment of PCP contract performance, the Monitoring Team will assess the results of that phase for purposes of payment (satisfactory completion) and for concluding on whether the expected performance/functionality requirements were achieved (successful completion). Vendor performance will be monitored against the tender specifications and expected deliverables for each of the Phases: both the fulfilment of general contractual obligations (e.g. allocation of resources to 'R&D' 'services', place of performance requirements etc.), achievement of technical functionality / performance levels and ongoing IPR/commercialization efforts performed by vendors, etc.). Deliverables planned are detailed in the Section 3.4 Expected outcomes (per phase). Additional evidences such as payrolls and timesheets will not be requested by default. However, the performance monitoring/impact assessment committee of the public procurer may at any point in time ask additional clarifications and information to the economic operators; if they consider it necessary to assess the progress and check the contract ‘s implementation.
6	Different sites require different solutions?	As the sites are in three different countries, which all have different challenges, benefits, and needs, does the solution have to be tailored to all three sites? Different sites require (at least somewhat) different solutions? Can the feasibility study in Phase 1 focus on one site?	The final objective of the RELIEF PCP is to acquire R&D services to develop innovative solutions that solve a common challenge and unmet needs; that are shared by the three procurers. For this reason, the RELIEF Challenge described in TD2 - "RELIEF PCP CHALLENGE", covers the functional requirements that the proposed solution should include. The solution should respect

			all the requirements that the RELIEF PCP CHALLENGE is indicating. We are looking for one solution that covers the requirements gathered in the Tender. All functional and non-functional requirements described in the challenge brief have been determined in common, so it's really important to be included in tenderer's offers. During Phase 1 the suppliers will visit the premises(s) of the procurer(s) in order to learn about the operational boundary conditions governing the design of targeted solutions (see page 12 of the TD1 (Section 1.4.3 Time Schedule). This visit will help to prepare better the Feasibility Study required. Resources needed to execute these visits should be included also in the Financial Offer (e.g. trips needed, personnel) The Feasibility Study must cover all three sites as the solution should be tested in the three procurer's facilities.
7	Security Standards	TD2 6.3 C: There are 112 references in the "security standards link" (https://ec.europa.eu/eip/ageing/standards/healthcare/e-health_en). Do you expect a vendor to go through and choose from all of them? Can you be more specific on which are the important ones? (https://ec.europa.eu/eip/ageing/standards/healthcare/e-health_en). Query: Do you expect a vendor to go through and choose from all of them? Can you be more specific on which are the important ones?	For the RELIEF buyer's group it is really important that the solutions developed follow international standards in terms of security. For this reason, the security requirements are based on the European Commission stated standards. **This is the security standard framework for the suppliers that intend to submit an offer to the RELIEF PCP. However, as this framework covers many topics, the applicable standards will depend on the nature of the solution offered**. Thus, suppliers should **consider all relevant standards mentioned in the RELIEF Call for Tender that are applicable to each solution in question and compulsorily enumerate which standards from the URL facilitated are adopted in the solution.**
8	Standards requirement	TD2 6.3 D: There are 301 referenced standards in the URL (https://ec.europa.eu/eip/ageing/standards_en). Do you expect a vendor to go through all of them? Can you be more specific on which are the important ones?	As for the previous answer, **the applicable standards will depend on the nature of the solution offered.** Thus, tenderers should consider all the relevant standards mentioned in the RELIEF Call for Tender that are applicable to each solution in question and compulsorily enumerate which standards from the URL facilitated are adopted in the solution.
9	Generated results	TD1 p. 28. Can you please elaborate what this means in practice "The Contractors must inform the buyers group (via the Lead procurer) of results that can be exploited, regardless of whether they can be protected or not, within ninety (90) days from when they are generated."?	If tenderers discover something that might be protected under the IPR law, they should inform the buyers group via its representative, i.e.: The Lead Procurer, who acts on behalf of the buyers group. Pre-commercial procurement is aimed to deliver R&D products not available in the market in order to meet the needs of the public-sector demand. Notwithstanding this, **its ultimate goal is to introduce new sets of products into the market beyond the PCP frame, providing that**

			sufficient marketing, protection and commercialisation steps are undertaken by product/service developers. PCP's are based on shared IPR related risks and benefits under market conditions. So, **each contractor owns the IPR generated during the R&D services and is responsible for the management and protection of its IPR**. According to this framework, the **Buyer's Group should monitor the management of the IPR by the contractors to ensure that correct steps are taken to commercially exploit the results after the end of the RELIEF phases**. Please, see page 29 Section 3.5. Commercial exploitation of results of TD1 where it is indicated the obligation to commercially exploit the results in the following 3 years after the end of the project. To ensure the correct implementation of the IPR commitments, contractors must inform the buyers group (via the Lead procurer) of results that can be exploited, regardless of whether they can be protected or not, within ninety (90) days from when they are generated. This is a measure to monitor that contractors are taken the necessary steps to protect the generated results.
10	R&D services definition compliance criteria	TD1 p. 38, last bullet point: "the total sum of the value of products offered in each phase and all previous phases must be less than 50 % of the total value of the framework agreement" – could you please elaborate what this means in reality? Does it mean that the value of off-the-shelf products included in the offer must be less than 50%, i.e. R&D must be more than 50%?	The sentence in question is aimed to ensure that the value of any products covered by the contract, considering all the phases, is less than 50% of the total value of the PCP Framework Agreement. In other words, it means that the total sum of non-personnel costs (such as material/equipment/travelling/other costs) offered in each phase must be less than 50 % of the total value of total price of each phase. **This is to comply with the R&D definition requirement (Section 4.4.1. Compliance with the definition of R&D services, TD1 – Request for tender).** During the evaluation process, **this R&D definition requirement will be checked in the financial offer.**
11	Compatibility with other public financing	TD1 p. 39. If the contractors (legal entities) do not receive public funding, but have employees who also are employed by other institutions that receive/might receive public funding for R&D projects similar to this – is that a disqualifier?	Tenders that receive public financing from other sources **will be excluded if this leads to double public financing or an accumulation of different types of public financing that is not permitted by EU legislation, including EU state aid rules**. (Reference: Article 37 of the Rules of Participation – Cumulative funding -An action for which a grant from the Union budget has been awarded may also give rise to the award of a grant on the basis of Regulation (EU) No 1291/2013 (H2020), provided that the grants do not cover the same cost items). To evidence that there is no double financing, tenderers must- for each of the phases- sign a declaration of honor stating the absence of other incompatible public financing (See TD3 - Form 4). Tenderers must also – for each of the phases – provide a list of staff working on the specific contract (including for subcontractors), indicating clearly their role in performing the contract (i.e. whether they are principal R&D staff or not) and the location (country) where they will carry out their tasks under the contract. Additional evidences such as payrolls and timesheets will not be requested by default. However,

			the performance monitoring/impact assessment committee of the public procurer may at any point in time ask additional clarifications and information to the economic operators; if they consider it necessary to assess the progress and check the contract 's implementation. Thus, this will not be a fact of disqualification if the grants do not cover the same cost items, i.e.: personnel working hours financed simultaneously by 2 grants).
12	Data protection Directive	TD1 p. 42, data protection is referencing Directive 95/46/EC21 (Data Protection Directive). In May 2018 this will be replaced by GDPR. Can we replace the old with the new?	As it is indicated in the last Article of the Directive, the General Data Protection Regulation will be enforceable starting on 25 May 2018. **Until this date the former Directive is still applicable**. Nonetheless, **the buyer´s group welcomes the consideration of the new GDPR Directive in the present tenders.** The buyer´s group will also assess the impact on the PCP of the new Directive and update the documents if necessary in the following phases.
13	Open source	Reg. IPR – would an acceptable solution be to build "open source"?	Technically speaking, **there is no obstacle in the use of open sources, if the security, interoperability and usability criteria as well as other technical requirements are fulfilled by the solution proposed.** From the legal point of view, the solutions will have to comply with the IPR section requirements, especially the commercial exploitation of the results in order to spread the innovation, which means that they should have the IPR to exploit the solution. This is not incompatible with an open source. Tenderers have to declare pre-existing rights, if they have pre-exiting rights, and respect the obligation to declare any elements that might be protected under IPR law that are discovered during the R&D process.
14	VAT	Regarding VAT – if the vendor is outside of France I assume the invoicing will be done with "Reverse charge VAT" – can you confirm?	**Yes, the Reverse Charge mechanism eliminates the obligation for sellers to VAT register in the country where the supply is made**. When the supplier incurs any local VAT on costs related to the service or goods supplied under the Reverse Charge, they may recover them through an EU VAT reclaim. As an example: If you are a Belgian entrepreneur and you carry out painting work in a building belonging to a Dutch entrepreneur. Your client is established as entrepreneur in the Netherlands. The VAT is reverse-charged to the client and you should issue an invoice without VAT stating "VAT reverse-charged" on the invoice.
15	Power of attorney	Can the legal representative of the company give a delegation of signature to another person? If so, how should we do: complete the power of attorney duly signed by the legal representative + a document for the delegation of signature in on pdf document or can we join the 2 documents?	Yes, this situation is possible. It is necessary to complete: • The template provided called "Single Tenderer power of attorney" or "Lead Tenderer power of attorney" (depending of the structure of your consortium). Please, follow the instructions given to complete, sign and upload the document in the eTendering Platform. • An additional document in which it is indicated that person who has the power of attorney delegates its signature to another person. This document should contain the signature of the

			person who has the power of attorney. You should upload this second document in PDF inside the Attachments Area of the Qualification Envelope (eTendering Platform). Please, bear in mind that the person who submit the offer, acting as representative of the company, must be legally qualified to electronically sign the offer. This means, that must have a valid digital certificate.
16	Compliance with the definition of R&D services	Few details are given regarding the compliance criteria related to the definition of R&D services, and in particular the specific item: "the tenderer declares that the total sum of the value of products offered in each phase all previous phases is less than 50% of the total value of the framework agreement". Could you explain us precisely what does this item mean? What are "the products offered"? Could you confirm that "the total value of the framework agreement" corresponds to our "total price Phase 1 + total price Phase 2 + total price Phase 3?	This compliance requirement is related to the type of services that the RELIEF Buyer's Group is tendering. The RELIEF tender is going to purchase Research and Development Services to develop an innovative solution in different phases. In this regard, the suppliers should prepare an offer in which they clearly indicate that these services are only related to R&D. Please, see page 38 of TD1 – Request for Tenders in which it is described the definition of R&D. Suppliers should prepare and offer following with this R&D definition. Other type of activities that go beyond R&D will not be possible. During the evaluation process of offers, this requirement will be assessed as stated in the section 4.4.1 A – Compliance with the definition of R&D services (page 38 and 39 – TD1). The sentence you remarked in your question is aimed to ensure that the value of any products covered by the contract, considering all the phases, is less than 50% of the total value of the PCP Framework Agreement. In other words, it means that the total sum of non-personnel costs (such as material/equipment/travelling/other costs) offered in each phase must be less than 50 % of the total value of total price of each phase. Product/s are considered here as the outcome/s resulting from the Research and development activities executed during the implementation of the contract: Solution design, Prototyping and field testing. The budget needed for this R&D to develop in phases the product (the innovative solution) should evidence that it comes from R&D services not from a finished product already in the market. In addition, the financial offer should show that prices are related to R&D services and not related to market prices.
17	Standard requirements for technical quality of the solution	Next to the ISO/IEC 12207:2008 quality standard on software engineering, the request for tender is referring to Interoperability, Security and Usability standards, via a link to the EIP AHA site that is listing about 112 e-Health standards, which are not all relevant for the project scope. Would it be possible for the buyer group to confirm the list	Please, go to lines number 7 and 8 of this Question and Answers Document in which a doubt regarding standards requirement was previously answered In relation to your question. Concerning CE mark; please, find below the Buyer's Group comments: CE mark is not going to be a requirement for the field testing phase. However, the contractors should have into account all steps needed to bring the developed solution to the market; including CE mark process, if it is the

		of Interoperability, Security and Usability standards they expect the solution to comply with? CE mark is not mentioned as a requirement. Is it expected that the solution (or its components) will be CE marked for field testing or will CE mark be pursued post-PCP as the case may be?	case of your proposed solution. In this regard, you should describe in the technical offer the different activities that you will need to reach to the market.
18	Certification in ISO/IEC 12207:2008	Is certification ISO/IEC 12207:2008 mandatory to candidate this PCP?	Tenderer's projects should be based on ISO/IEC 12207:2008 as stated in the Methodology nonfunctional requirement of TD2 RELIEF PCP CHALLENGE. That means analysts and developers should follow different standards related to "Systems and software engineering". Tenderers should indicate in their offers which processes have been adopted from that stadnard. However, suppliers don't have to be certified (to have certification ISO/IEC 12207:2008) to candidate this PCP.
19	Adding subcontractors in Phase 2	If selected for phase 2, it appears we lack resources to deliver on time, can we enroll a subcontractor that is not declared during this initial phase?	As indicated in the request of tender, a tenderer can add or change subcontractors as long as they abide by the subcontracting requirements: “If the contractor needs to change or add new subcontractors, these new subcontractors must provide a statement declaring that is aware of the provisions set out in the tender documents, that it meets the qualification requirements for the subcontracted service and that it has its resources at the tenderer’s disposal for the full duration of the contract” (page 32 of TD1). The Buyers group will assess new subcontractor’s compliance with requirements criteria described in section 4 Conditions of the Tender (TD1 – REQUEST FOR TENDERS) especially the selection criteria. But the PCP is a restricted procedure so in order to be selected for the next phase, a tenderer must since the beginning meet all requirements especially the ability to carry out the R&D and deliver the solution. In any case, the new subcontractor must comply with the PCP requirement. This compliance will be assessed as soon as the new subcontractor is declared by the contractor. See 4.1 Eligible tenderers, joint tenders and subcontracting section of TD1 – REQUEST FOR TENDER for more information
20	Testing digital signature	Is there a testing area to check if our digital signature process is fully compliant with the tendering platform?	Please, note that the electronically signature of the documents should be done outside the RELIEF eTendering platform. We recommend you to use an electronically signature tool that ensures the legal value and security of the digital certificate. Each Tenderer should sign using a valid electronically signature issued by an Authorized Certification provider that guarantee the identity and integrity of the offer and the documents associated to it.

			However, the Platform has the verification functionality of the digital signature. This functionality offers you the option to verify if the signature process has been done with success or not by generating a Verification Report. This option is available for the uploading of the electronically signed Responses Envelopes as well as for all questions inside the Qualification envelope that are requiring to upload an electronically signed attachment. Please, review carefully the indications given in the Tender Response Manual (attached) for more information regarding how to attach and verify the digital signature: Section 1.5 Tender Response: general indications Section 1.6.3 Qualification Response, specifically instructions for attaching a digital signature (pages 15-18) Section 1.12 Sign and submit the Response We recommend you to check the verification of your electronically signature as soon as possible and not leaving the submission of the offer to the last day. We suggest you to check the verification of the signature by uploading a digital signed document required in the Qualification Response (e.g. Question 1.4.1 Power of attorney). We remind you that there is a Helpdesk service to contact in case of having problems or doubts regarding any technical problem caused by the electronically signature. Please only email IT questions/problems relating to the eTendering Platform to the Helpdesk´s e-mail: RELIEF_tender@bravosolution.es In addition, the following phone number is available for eTendering IT questions: +34 91 787 02 25 (From Monday to Friday: 8 a.m to 7 p.m).
21	Regarding TD1-3.5 IPR	TD1, p.28. "The Contractors grant to the members of the buyers group irrevocable, royalty-free, non-exclusive, world-wide access rights to use the results, for their own purposes until their expiry date. For results that are an implementation of design specifications into simulations, prototypes, demonstrators or first products /services, those access rights are limited to duration of five (5) years and to the following purposes for fulfilling the R&D objectives of the	The expiry date is about the time of 5 years concerns the time during which the buyers group has access to the results on a royalty free basis. The expiry date is five years after the end of the PCP (i.e 20th December 2019 + 5 years). The PCP is partially financed project by H2020 fund which aims at spreading innovation. That is the reason why, the selected bidders have to commercialize the result. But the PCP is also partially financed by the members of the buyers group that have an interest in the solution. The risks and benefits from the R&D are shared by the buyers group and the providers. So IPR are kept by the providers in exchange of the right to have access to the results on a royalty free basis for the members of the buyers group. The access to results, on a

		PCP: recovering life wellbeing through pain self-management techniques involving ICTs." Can you please elaborate? What is the expiry date? Does this mean that all products will be free for the buyers group if the process of commercialization throughout Europe is not complete within five years? This would mean that it would be very difficult to sell the company if we can't guarantee the IP rights. Does this (giving up IPR) apply also to tenderers who only part-take in phase 1?	royalty-free basis, is only for the buyers group members internal use. As stated in the framework agreement (see article 2.7.4 "Call back IPR"), in the event of a failure to commercialize the solution within 3 years after the framework agreement, they the buyer's group has the right to require that the ownership of the results be transferred to them. "Failure to commercially exploit results" means not marketing a commercial application of the results (directly or indirectly, through a subcontractor or licensee). It should be remarked that the purpose of this clause is to ensure that the suppliers take appropriate measures to commercialize the solution. The IPR provisions are applicable to the whole PCP. See article 7 from the framework agreement for more details about the IPR policy. This article deals with the ownership of the results (foreground),the pre-existing rights (background) policy and the sideground (including intellectual and industrial property rights).
22	Description of the consortium members	The description of the consortium, we believe should be indicated only in Form RELIEF - TD3 - Section1. A. Is it so?	If you are submitting an offer jointly with a consortium, first of all, you have to complete the information required in "Select the Type of tenderer" question available in the eTendering Platform. See pages 11-15 of the "RELIEF Tender Response Guide" for detailed instructions. In addition, several attachments related to the consortium, including subcontractor information should be completed in the eTendering Platform as required. See TD6 Annexes for more details. Finally, the 1.10. Form 3 Selection and Form 4 Compliance criteria (Qualification Envelope) are applicable to the whole consortium. In this regard, the capacity description should take into account all members of the consortium; including the subcontractors.
23	Participation rate consortium members	Should the participation rate of each consortium member be maintained throughout the project, or can it be changed at each stage?	The participation rate of each consortium member could change as far as the maintain the ability to perform the framework agreement. All changes with respect to the initial framework agreement should be notified to the Lead Procurer. So, this change is possible but as far as the consortium abides in their initial commitment.
24	Submit private contracts	Is it necessary to submit with the tender a private contract between the members of the consortium that indicates the work to be done by each member and their participation percentage in the different phases of the project?	Beyond the statements and documents required (see TD3 Tender Forms (i.e. Single / Lead Power of attorney template), no additional document is required. However, if you have a private contract and you prefer to include it as part of the offer, you can add it via Section 1.12 Additional Attachments Area in the Qualification Envelope (eTendering Platform).
25	TD3, form 5, section 3, Heterogeneous requirement	Can you elaborate on the term "heterogenous"? Does it mean that the solution should be able to run on multiple platforms (e.g. android, ios, windows) and screen sizes?	"Heterogenous" is the need for the system offered to be easily adapted to new technologies, environments and communication protocols which arise in the market. In addition, this adaptation should have a minimal impact on the developed system.

			The solution should be able to run on multiple platforms ans screen sizes (responsive) but also this requirement is strongly related to "6.9 Communication with things" requirement. The possibility of using IoT/Mobile devices increase significantly this need in order to implement a solution that harmonize sensors, versions and protocols from different sources.
26	Tender deadline extension	You extended the deadline for questions. Will you also extend the deadline for handing in the offers?	The deadline for the submission of the offers will NOT be extended. Completed tender forms must be submitted electronically via eTendering by 12 pm CET on the 15th September 2017. We recommend you not to leave the submission for the last moment
27	Standard of digital signature	Could you please confirm that the qualified electronic signature (QES) (as defined by the eIDAS regulation) is the right standard for signing digitally the documents for the tender?	Using a qualified electronic signature that is compliant to EU Regulation No 910/2014 (eIDAS Regulation) is valid as far as it has a valid digital certificate, issued by An Authorized Certification Entity. As stated in section 4.6.1 of the TD1 - REQUEST FOR TENDERS: "Each tenderer must sign using a valid electronically signature issued by an Authorized Certification provider that guarantee the identity and integrity of the offer and the documents associated to it" Please, do not leave the submission for the last moment.

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