

Introduction and Context



Framework Contracts

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1. Introduction and Context

1.1 Framework Contracts

A **Framework Contract (FWC)** is an agreement between one or more *Contracting Authorities*, and one or more *Economic Operators*. The purpose of which is to establish the terms governing **Specific Contracts** that may be awarded for a given period, particularly in regards to the duration, subject, price, maximum value, implementation rules and the quantities envisaged.

The *contracting and awarding procedures* followed by the Contracting Authorities are used to identify a consultant, supplier, contractor or beneficiary, to request them to provide defined services, supplies, works with the objective of concluding contracts with them.

For **Framework Contracts**, the *request for tender submission* is the **Request for Service**; the *providers of the service* are the **Framework Contractors** (sole or part of a consortium); and the *procedure and award type* is a **Specific Contract under a Framework Contract**. Specific Contracts can have a **Fee-based** or **Global Price** payment modality.

Once a **Request for Service** has been *authorised for publication*, the OPSYS system automatically sends the *Request for Service* to the **selected Framework Contractors**. The *deadlines for submission* of the offers are calculated based on the *date of authorization* of the Request for Service by the Contracting Authority.

The *selected Contractors* receive an **invitation to submit a tender submission** – via the **Funding and Tender Opportunities Portal** (Funding & Tenders Portal). After *acknowledging the invitation*, expressing willingness to participate in the tender, *creating and submitting* an offer via **eSubmission**, the Contractors are automatically notified by OPSYS if the proposal submitted has been *awarded, reserved or rejected* by the **Evaluation Committee**.

During the **Invitation and Submission** workflow, the **Contracting Authority** can *monitor* the status of the creation and submission of tender offers sent by the Contractors.

When *awarded and notified*, the **best tenderer** signs the **Contract** via the Funding & Tenders Portal, where they will also *manage* the full life-cycle of the Contract (deliverables, invoices and payments, amendments, closure, etc.).

1.2 Access and Login to the Funding and Tenders Portal

External Partners (economic operators) of the European Commission respond to *request for tender submission* made by the EC through the **Funding and Tender Opportunities Portal** (Funding & Tenders Portal).

The Funding & Tenders Portal is the *common corporate IT solution* of the **OPSYS system**, and represents the single entry point (Single Electronic Data Interchange Area – SEDIA) for **all external partners (participants and experts) across all DGs** of the European Commission, and other EU bodies.

The management of the invitations received and submissions of offers by the participating **Framework Contractors** – among other related functions – are all controlled by **eSubmission** within the Funding & Tenders Portal.

From the Funding & Tenders Portal, the participants can:

- Search for EU opportunities for *funding or tenders* via the **Funding & Tender Opportunities Portal - Search for Funding and Tenders**



>> The search for **Calls for Proposals** under EU External Actions is currently still done via the **DG INTPA Publications** website.

- Register in the Participant Register (see below);



>> Currently, and for the Framework Contracts SIEA 2018, AUDIT 2018, PSF 2019, EVA 2020 and EVENTS 2020, all Contractors are already registered therefore no further registration is required.

- View, edit or delete their draft tenders;
- View their submissions in EU tenders, and access the Tender Reception Confirmations (proof of submission);
- Withdraw their submitted tenders, and access the Tender Withdrawal Reception Confirmations (proof of withdrawal).

>> Access the Funding and Tender Opportunities Portal



Please note that OPSYS is optimised for web navigators **Google Chrome** or **Mozilla Firefox** – it is therefore advised to use only these web navigators for OPSYS, otherwise you may encounter technical issues.

You will be requested to use your **EU Login** to gain access to the portal. The EU Login is the entry gate to sign in to different European Commission services and/or systems.


Login to the portal by clicking on the **“Login”** button situated at the top right corner of the page.



If you **do not have** an EU Login, you can [create an account](#), or just click on **“Register”** next to the login button.


Need any help concerning the EU Login? Please consult [EU Login Help](#).

Once you have logged-in, you will be redirected automatically to the Funding & Tenders Portal account area.



European
Commission

Funding & tender opportunities
Single Electronic Data Interchange Area (SEDIA)

Welcome (External User)  EN

Manage my area

My Organisation(s)

Grants

My Project(s)

Procurement

My Submission(s)

My Contract(s)

My Invitation(s)

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SEARCH FUNDING & TENDERS

HOW TO PARTICIPATE

PROJECTS & RESULTS

WORK AS AN EXPERT


SUPPORT

select programme

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Funding & tender opportunities (the Single Electronic Data Interchange Area) is the entry point for participants and experts in funding programmes and tenders managed by the European Commission and other EU bodies.

Find calls for proposals and tenders

Search calls for proposals and tenders by keywords, programmes... 

EU Programmes

3rd Health Programme (3HP)

European Maritime and Fisheries Fund (EMFF)

Asylum, Migration and Integration Fund (AMIF)

European Statistics (ESTAT)

Consumer Programme (CP)

EU External Action (RELEX)

Creative Europe (CREA)

HERCULE III (HERC)

European Defence Industrial Development Programme (EDIDP)

Horizon 2020 Framework Programme (H2020)

EU Aid Volunteers Programme (EUAID)

Internal Security Fund Borders and Visa (ISFB)

Erasmus+ Programme (EPLUS)

Internal Security Fund Police (ISFP)

Europe For Citizens (EFC)

Justice Programme (JUST)

1.3 Participant Registration

The Commission has set up an online register – called the [Participant Register](#) – of organisations participating in EU *calls for proposals or tenders* in order to apply the "once only" principle (i.e. that data related to a participant's organisation needs to be submitted only once). Following the registration, each organisation obtains a unique Participant Identification Code (**PIC**).



Please note that all the Contractors for the current Framework Contracts **SIEA 2018, AUDIT 2018, PSF 2019, EVA 2020** and **EVENTS 2020**, have already been registered. So presently, **no further registration is required for these Framework Contracts**.

The registration procedure will be updated for future Framework Contracts, and the procedure will be communicated herein when available.

1.4 User Roles and Permissions, Update Bank Account Details

1.4.1 User Roles

A user role is based on the user's function within their organisation, or in relation to a particular project. User roles also define the permissions (user rights) with respect to the information a user can view, and the tasks that they can perform.

Roles are therefore characterised into two main types depending on the scope:

- **Organisation level** - which are linked to the whole entity and its data (but without any access to the projects);
- **Project level** - which are defined project-by-project and cover all possible cases for allowing access to a project's data (view/edit/submit).

For the *submission of a tender* and *management of a Specific Contract* under a Framework Contract, there are **five main roles**:

1. LEAR (Legal Entity Appointed Representative) - *organisation role*

The LEAR serves as a trusted administrative contact for the Commission, providing reliable information at the level of the organisation (not at the level of individual contracts). Usually LEARs are administrative staff members in the central administration of the organisation. The LEAR handles all the organisation-related data on the Funding & Tenders Portal and appoints representatives within their organisation to electronically sign contracts or upload required documents.

There can only be one LEAR per organisation.

LEARs are validated by the Validation Services of the Commission as part of the organisation registration process.

2. LSIGN (Legal Signatory) - *organisation role*

LSIGNs are nominated for an organisation by the LEAR or an Account Administrator (AccAd). Subsequently, they can be assigned to a particular project by a Coordinator Contact (CoCo or PCoCo). An organisation can have an unlimited number of LSIGNs.

3. PCoCo (Primary Coordinator Contact) - *project role*

The PCoCo is a user role within an External Partner's organisation, who is nominated for each project as the main contact point between the Consortium and the Commission for a particular project. As such, they can submit requests, reports and notifications to the Commission on behalf of the Consortium.

There can only be one PCoCo per project.



Please note that from the Contractor side, the *initiator of the offer* in the submission for tender is **automatically nominated as PCoCo**. Consequently, any PCoCo or CoCo may initiate a submission for tender, but if it is a CoCo, they **automatically become the PCoCo of the offer or tender**.

If the **PCoCo needs to be modified for a specific project**, please view the [instructions below](#).

4. CoCo (Coordinator Contact) - *project role*

An *unlimited* number of CoCos can be nominated or revoked by the PCoCo of a project. CoCos have the same permissions as PCoCos - except the permission to revoke the PCoCo.

All Coordinator Contacts (PCoCos and CoCos) can:

- Nominate/Revoke Participant Contacts for other organisations in the consortium;
- Nominate/Revoke Task Managers and Team Members in their own organisation;
- Assign Legal and Financial Signatories in their organisation to their projects;
- Make changes to project documents on the Funding & Tenders Portal;
- Submit offers for tender and project documents to the Commission.

5. PLSIGN (Project Legal Signatory) - *project role*

The PLSIGN is a person who has the right to sign contracts and amendments on behalf of the organisation. An organisation can have one or more PLSIGNS per project.

Once appointed by the LEAR of the organisation as LSIGNs, PLSIGNS are nominated for a particular project by a Coordinator Contact (CoCo or PCoCo) of the project.

PLSIGNS can only be revoked by the Coordinator Contact (CoCo or PCoCo) of the project.

PLSIGNS have the same permissions as the Coordinator Contacts (CoCos and PCoCos) for contract information (view and edit), but they cannot assign or revoke any roles.

Please find in the table below a summary of the roles involved for Specific Contracts under Framework Contracts:

| Role and Level | Permissions (user rights) | Can Nominate or Revoke | Is Nominated or Revoked By |
|---|--|--|--|
| LEAR (Legal Entity Appointed Representative) <i>Organisation-level</i> | <ul style="list-style-type: none"> Can only be one LEAR per organisation. Entrusted administrative contact appointed by an organisation for the European Commission. Handles all organisation-related data on the Portal. View and edit permissions to all the forms of their own organisation. | <ul style="list-style-type: none"> Can nominate or revoke LSIGN for their own organisation (organisation-level). <p>i CoCos and PCoCos nominate or revoke LSIGN for a project (project-level).</p> <ul style="list-style-type: none"> Can nominate or revoke Account Administrators (AccAd) for their own organisation. | <ul style="list-style-type: none"> Nominated by an organisation during the organisation registration process, and validated by the Validation Services of the European Commission. Can only be modified by an existing LEAR of their own organisation. |
| LSIGN (Legal Signatory) <i>Organisation-level</i> | <ul style="list-style-type: none"> Can be as many LSIGNs as required per organisation. | <ul style="list-style-type: none"> LSIGNs cannot nominate or revoke any roles. | <ul style="list-style-type: none"> First appointed by the LEAR of the organisation, LSIGNs become PLSIGNS once nominated for a particular project by a Coordinator Contact (CoCo or PCoCo) of the project. LSIGNs can only be revoked by the LEAR of the organisation. |
| PCoCo (Primary Coordinator Contact) <i>Project-level</i> | <ul style="list-style-type: none"> Can only be one PCoCo per project. Primary point of contact between European Commission and Consortium. View and edit permissions to all the forms of their own organisation, and to common forms of the Consortium. Can submit forms to the European Commission. | <ul style="list-style-type: none"> Can nominate or revoke CoCos, Task Managers (TaMa) and Team Members (TeMe) within their own organisation. Can nominate or revoke LSIGN to a project within their own organisation. Can nominate or revoke Participant Contacts (PaCo) for any organisation within the Consortium. | <ul style="list-style-type: none"> CoCo submission initiator of a tender is automatically nominated as PCoCo. Can only be modified or revoked by the Project Officer (PO) <p>i Please note that in the case of a modification of the PCoCo, the LEAR must provide to the Framework Contract Owner the full name, e-mail address and EU Login username of the new PCoCo.</p> |
| CoCo (Coordinator Contact) <i>Project-level</i> | <ul style="list-style-type: none"> Can be as many CoCos as required per project. View and edit permissions to all the forms of their own organisation, and to common forms of the Consortium. Can submit forms to the European Commission. | <ul style="list-style-type: none"> Can nominate or revoke other CoCos within their own organisation - all Coordinator Contacts (CoCo and PCoCo) have the same permissions within their own organisation. Can nominate or revoke LSIGN to a project within their own organisation. Can nominate or revoke Participant Contacts (PaCos) for any organisation within the Consortium. | <ul style="list-style-type: none"> Can be nominated or revoked by another Coordinator Contact of their own organisation (CoCos and PCoCos). |
| PLSIGN (Project Legal Signatory) <i>Project-level</i> | <ul style="list-style-type: none"> Can be as many PLSIGNS as required per project. Signs contracts and amendments for a particular project on behalf of an organisation. PLSIGNS have the same view and edit permissions as the Coordinator Contacts (CoCos or PCoCos) | <ul style="list-style-type: none"> PLSIGNS cannot nominate or revoke any roles. | <ul style="list-style-type: none"> Once appointed by the LEAR of the organisation as LSIGNs, PLSIGNS are nominated for a particular project by a Coordinator Contact (CoCo or PCoCo) of the project. PLSIGNS can only be revoked by the Coordinator Contact (CoCo or PCoCo) of the project. |

1.4.2 Manage Roles and Permissions

User roles and permissions are either automatically provisioned in the early stages of a project (*original roles* at organisation-level or project-level), or are assigned at a specific stages of a project (project-level).

Provisioned roles are, for example:

- The **LEAR**, which is validated by the European Commission during the validation process of their organisation;
- The *submission initiator* in the **tender submission phase** will automatically be recognised by the European Commission as the Primary Coordinator Contact (**PCoCo**).

Roles and permissions at project-level are entity-based (e.g. for a specific tender submission or contract), and therefore a specific entity form exists to manage the corresponding roles and permissions of that entity.



Important note: As project-level roles and permissions are **entity-based** (e.g. Invitation for submission, Contract, Intervention, etc.), therefore access to the specific related sections in the Funding & Tenders Portal *is restricted to users who have been assigned to the entity*. As a result, "My Proposals", "My Projects", "My Submissions", "My Contracts", "My Invitations" etc. options in the left main menu of the Funding & Tenders Portal **are only displayed** to a user if a corresponding entity has been assigned to them.

Organisational-level roles (LEAR, LSIGN, etc.) are managed directly from "**My Organisation**", **Project-level entity roles** (CoCo, PLSIGN, etc.) are managed **directly from the entity once accessible** (i.e. intervention assigned to an Implementing Partner, invitation for submission sent to a Consortium, awarding of a Contract, etc.)



Important Note: Modify PCoCo

If an External Partner or Consortium Leader (Economic Operator) would like to **modify the PCoCo** for their Organisation, they must address their **request by e-mail to the functional mailbox (FMB) of the respective Framework Contract Owner**, who will then forward the request (if the request is validated) to the dedicated **EC Funding and Tender Service Helpdesk** service to apply the changes in the system.

- The request must be sent by the **LEAR** (Legal Entity Appointed Representative) of the Economic Operator to the **functional mailbox (FMB)** of the Framework Contract Owner:

SIEA 2018 - INTPA-FWC@ec.europa.eu

AUDIT 2018 - INTPA-R3@ec.europa.eu

PSF 2019 - FPI-4-PSF@ec.europa.eu

EVA 2020 - INTPA-FWC-EVA@ec.europa.eu

EVENTS 2020 - INTPA-FWC@ec.europa.eu

- The **LEAR** must provide the full name, e-mail address and EU Login username of the **new PCoCo** in their request.
- The PCoCo **must be from the same entity** to be entitled as correspondent of the project (recognised by the same entity domain in the e-mail address).
- The **EC Funding and Tender Service Helpdesk** will automatically inform both concerned parties (Economic Operator and Framework Contract Owner) by e-mail on the outcome of the request.

Managing user roles and permissions for an entity (i.e. project-level - valid for roles CoCo and PLSIGN) - for a contract for this example

Remember: A CoCo is automatically assigned as PCoCo for the project if they are *the submission initiator of the tender*. PCoCos can **only be changed, modified or revoked** by the Framework Contract Owner (see instructions above).

For a specific contract, CoCos and PCoCos can manage the roles of users that are within their own organisation (unique PIC ID), and any assigned user within the organisation or entity can have multiple roles.

For example: a PCoCo or CoCo will need to nominate a PLSIGN to sign the contract once it has been prepared and validated by the Contracting Authority. The LEAR of the organisation would first need to appoint the user as a LSIGN beforehand (organisation-level).



Please note that a user will therefore need to be nominated as PLSIGN for the contract if they do see the **"Sign"** button on the **Contract** page *when requested to sign the contract*. Please view [Signature of the Contract](#) for more information.

To nominate a PLSIGN (or other project-level role, except PCoCo):

- In **My Contract(s)** (1) of the Funding & Tenders Portal, click on the **"Action"** (2) button of the relevant contract, and select the **"Contract Consortium"** (3) option.

Manage my area

SEARCH FUNDING & TENDERS
HOW TO PARTICIPATE
PROJECTS & RESULTS
WORK AS AN EXPERT
SUPPORT

My Organisation(s)
Grants
My Proposal(s)
My Project(s)
Procurement
My Submission(s)
My Contract(s)
My Invitation(s)

My Contract(s)

Results: 284

Search..

| TITLE | Contract FWK | Contract ID | Actions |
|---|--------------|-------------|--|
| EUROPEAID/138778/DH/SER/Multi - SIEA 2018 - LOT 2 | 310000011 | 300006513 | <div> <div>2</div> <div>3</div> <div> Action Contract Consortium Manage Contract </div> </div> |
| | 310000011 | 300006414 | |
| | 310000055 | 300007200 | <div> <div>1</div> <div> Action </div> </div> |

- On the **Consortium** page of the contract, click on the **"EDIT ROLES"** button.

My Contract:
EUROPEAID/138778/DH/SER/Multi - SIEA 2018 - LOT 2

Details
Consortium

Contract Number: 3000065

Request Number: 20020

Lot: SIEA2018_Lot2

CONSORTIUM LEADER

Organisation - PL


EDIT ROLES

CONSORTIUM MEMBER

Organisation - AM


EDIT ROLES




- On the **Roles** page for the selected organisation, you can check the *current activated roles* of the organisation for the contract, and to add a role, click on the **"Add roles"** button at the bottom of the page.





Roles for the organisation:
PL



Results: **3**



| ROLE ▾ | NAME ▾ | EMAIL ▾ | USERNAME ▾ | ACTIONS ▾ |
|---------------------|----------------|-----------------------------|------------|---|
| Coordinator Contact | Alain De Smet | alain.desmet@ec.europa.eu | desmeal |  |
| Coordinator Contact | Peter Otterman | peter.otterman@ec.europa.eu | peterot |  |
| Coordinator Contact | Lesley Teslot | lesley.teslot@ec.europa.eu | leslete |  |

1

10 ▾


Go back

Add roles


Enable Lear Access

Organisation:
PL

PIC:


 EL - 11523 ATHENS

- First select the required role from the "**Role**" (1) field drop-down list, then select the **user** (2) to be assigned to the role, and then click on the "**Ok**" () button to confirm.



Roles for the organisation:
PL

Please enter the contact name and details

Role *

1

☐ Ruth Anderson

☒ David Barker

2

☐ Keith Young

* required field


3

Ok

Cancel

Organisation:
PL

PIC:


 EL - 11523 ATHENS

The user is then assigned to the role, and the required tasks or operations for that role can now be performed by the assigned user.

1.4.3 Update Bank Account Details

If a Contractor would like to update their **bank account details**, for new or existing (ongoing) Contract(s), they must address their **request to the functional mailbox (FMB) of the applicable Framework Contract Owner**, who will then proceed with the internal procedure to apply the changes directly in the system(s):

- SIEA 2018 - INTPA-FWC@ec.europa.eu
- AUDIT 2018 - INTPA-R3@ec.europa.eu
- PSF 2019 - FPI-4-PSF@ec.europa.eu
- EVA 2020 - INTPA-FWC-EVA@ec.europa.eu
- EVENTS 2020 - INTPA-FWC@ec.europa.eu

1.5 eSubmission

eSubmission allows for economic operators to respond to EU tender invitations by preparing and submitting tenders electronically in a structured and secure way via the **Funding & Tenders Portal**.

As an economic operator, you can:

- *Create* a tender in response to an invitation to submission launched by an EU Institution or Body;
- *View, resume, and/or delete* a saved draft tender;
- *Submit* a tender in a secure manner;
- *Receive* a proof of submission (Tender Reception Confirmation);
- *Withdraw* a submitted tender before the time limit for receipt of tenders;
- *Receive* a proof of withdrawal (Tender Withdrawal Reception Confirmation).

Before starting, make sure you read the **System Requirements** available on the eSubmission Homepage.

e-Submission service

The e-Submission service of the European Commission allows participants to prepare and submit the

i Make sure that you read the **System Requirements** before you start, and that you submit on time.

To use e-Submission, participants (all members of a consortium) must be registered in the Commission registration, each organisation obtains a Participant Identification Code (PIC). Registration is free of c
Commission organisation register or to register a new organisation, [click here](#).

- For any support questions concerning **eSubmission**, please contact:

DIGIT-EPROCUREMENT-SUPPORT@ec.europa.eu

+32 (0) 229 71063

- For any questions related to the **Funding & Tenders Portal**, please contact:

EC-FUNDING-TENDER-SERVICE-DESK@EC.EUROPA.EU

- For any questions related to **OPSYS operational aspects**, please contact:

EC-OPSYS-CHANGE-MANAGEMENT@ec.europa.eu