

A simple, accessible, secure model



Kontratazio
publiko elektronikoa
Contratación
pública electrónica

User Support Centre

www.euskadi.net



EUSKO JAURLARITZA
GOBIERNO VASCO

OGASUN ETA HERRI
ADMINISTRAZIO SAILA

DEPARTAMENTO DE HACIENDA
Y ADMINISTRACIÓN PÚBLICA

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Zuzenean (012), the Support Centre point of entry

Zuzenean, The Basque Government's Citizen's Support Service provides a means of submitting queries over the phone and via email.

- Telephone **012**, for calls made from the Autonomous Basque Community.

- Telephone **945 01 80 00**, for calls made from the rest of the State.

- Internet address:

www.euskadi.net

- Email address:

laguntzakpe@ej-gv.es

Likewise, Zuzenean also provides **direct support** at any of their user support offices in:

Bilbao

c/ Gran Vía, 85
48011 Bilbao (Bizkaia)

Donostia-San Sebastián

c/ Andía, 13
20003 Donostia-San Sebastián
(Gipuzkoa)

Vitoria-Gasteiz

c/ Samaniego, 2
01008 Vitoria-Gasteiz (Álava)



Service hours

- **Telephone support:**
Monday to Friday from 8:00 to 19:00.
Saturdays from 9:00 to 14:00.
- **Direct support at the Basque Government Head Office (Lakua):**
From Monday to Friday between 8:00h and 19:00.
- **Direct support at Territorial Offices in Bilbao, Donostia-San Sebastián and Vitoria-Gasteiz:**
Monday to Friday between 9:00 and 13:00, and 15:00 and 16:30.
Saturdays from 9:00 to 14:00.


User Support Centre

Many of the digital mechanisms used in e-Procurement are new. This is why, during launch, the Basque Government has planned an important support effort for the more than 3,200 companies that, to date, are registered with the Official Register of Contractors.

To this end, a User Support Centre has been created for Public e-Procurement System Users, which provides support and assistance for anyone wishing to tender electronically with the Basque Administration.

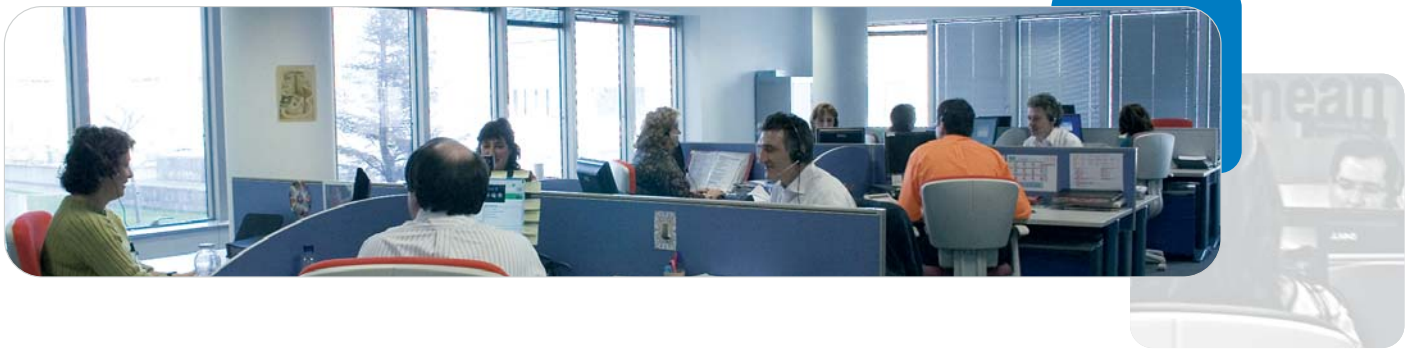
The Public e-Procurement System User Support Centre is created with the following objectives:

- Provide a direct point of central contact with the people adopting e-procurement at each company.
- Provide support for application usage and assist with incident resolution.
- Guarantee processing procedure quality for Basque Government Department suppliers.



Support and Assistance for those tendering electronically with the Basque Administration

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Also, the User Support Centre can provide direct support over the Internet, and can access your computer via a remote connection, to assist with IT application usage issues.

What does the Public e-Procurement System User Support Centre provide?

The User Support Centre provides information and support on:

- How to access information and documents about the Public e-Procurement System.
- Accessing training for bidding companies.
- The legal and practical conditions that govern electronic tendering.
- Public e-Procurement System registration procedures.
- Electronic tendering application access and the resolution of potential usage issues.
- Resolution of potential certification and electronic signature usage issues.
- Electronic bid characteristics, preparation good practice and resolution of potential difficulties with bid digitalisation.
- What to do in the event of electronic tendering and notification service interruption.
- The quality guarantee in the context of e-procurement.
- Handling of suggestions for continuous improvement.