

SUPPLIERS HELPDESK

2. How to ask a question and read the answers

First, you have to log on the platform. Please follow this link:

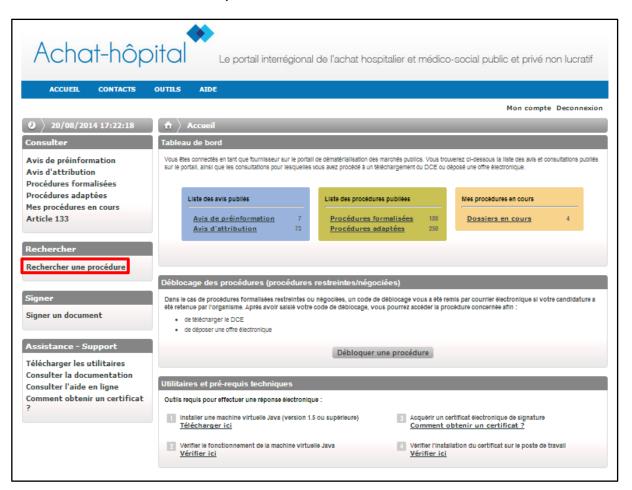
https://www.achat-hopital.com/salle-des-marches

On top of the page please enter your User Name (*Identifiant*) and your Password (*Mot de passe*), then click on "*Connexion*":



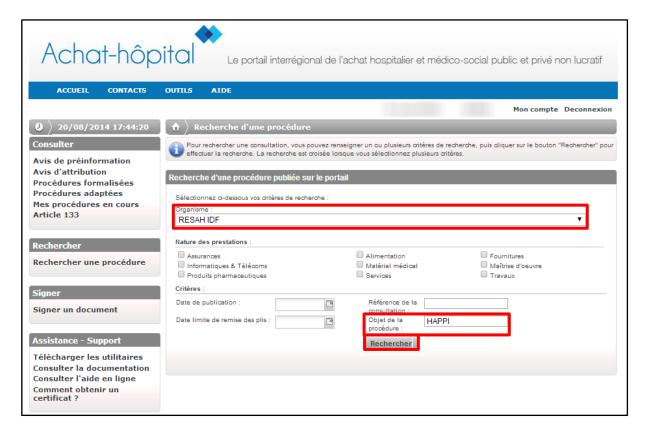
You have now reached a new page.

Please click on "Rechercher une procedure":

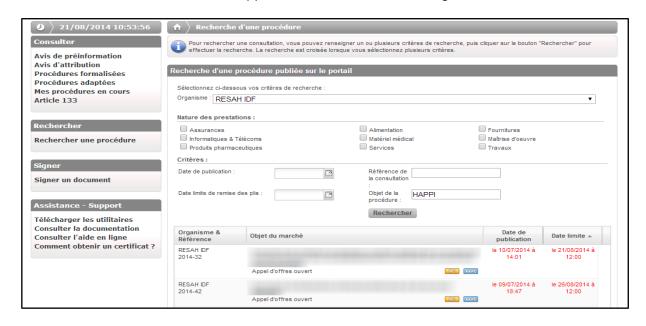


You are now on the page "Rechercher une procedure". In order to find the HAPPI call for tender, you have to fill in two part of this research form:

- 1) Organisme: Select "RESAH IDF"
- 2) Objet de la procédure: write "HAPPI"
- → Then click on "Rechercher"



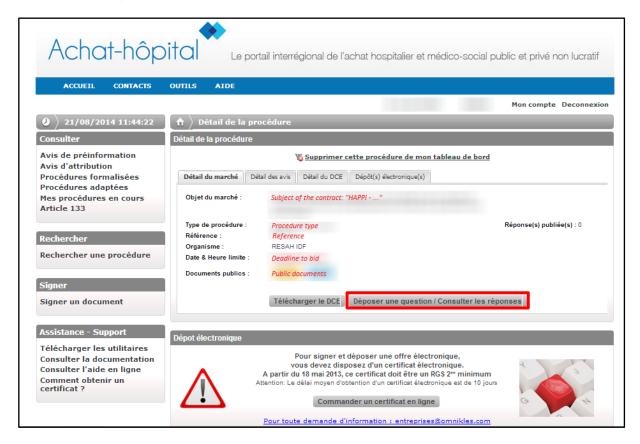
The call for tender HAPPI should appear below in the same configuration as this screenshot:



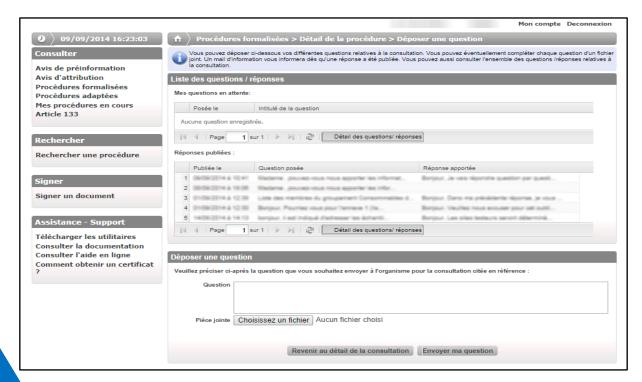
Please click on the link "HAPPI - ...

You are now on the page of the HAPPI call for tender.

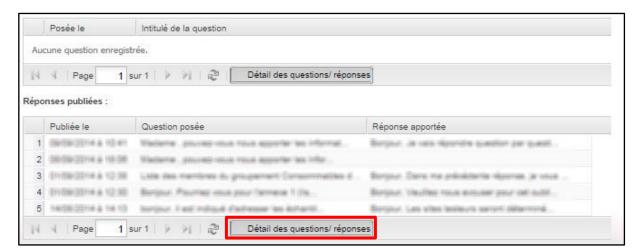
To ask a question or read the answers you have to click on "Déposer une question / Consulter les réponses"



You are now on a page with this configuration:



To read the answers of the questions already asked, please click on "Détail des questions/réponses":



You should get the full questions and the related answers as on this screenshot:



To ask a question:

- Fill in the empty space at the bottom of the page ("Déposer une question");
- If you want to add an attached document, click on "Choississez un fichier" and then select the document in your computer;
- To send your question, click on "Envoyer ma question":



You should receive an email which confirms that your question is uploaded and will be addressed as soon as possible.