

Öffentlichen Auftraggeber zur Bestellung beraten im Kontext öffentlicher Beschaffungen im Lieferantencockpit

If you as a supplier have a valid framework agreement with the public administration, you can provide advice on your product catalog for retrieval from the framework agreement. If purchasers from the public sector send you a request for advice, you can view and respond to it in the supplier cockpit. You can also attach a shopping cart proposal.

Competent Department

- [Der Senator für Finanzen](#)

Basic information

If you as a supplier have a valid framework agreement with the public administration, you can advise on call-off from the framework agreement to your product catalog. Orderers from the public administration can submit consulting requests to you.

You can receive incoming consulting requests through the Supplier Cockpit or through another channel from the purchaser.

Consultancy requests that you receive outside the Supplier Cockpit can be transferred to the Supplier Cockpit and are available as a consultancy case.

In the Supplier Cockpit, you can answer consultation requests in text form or enhance them with a shopping cart proposal. A shopping cart proposal is a shopping cart created by the supplier for a consultation requirement. The shopping cart suggestion of a purchaser can be checked and provided with an answer.

All accepted, self-generated and answered consulting requests are bundled and clearly displayed in the supplier cockpit.

You can receive and process a consultation request in all phases of procurement: during requirements determination, in the ordering process, and in the follow-up phase. In some circumstances, the option "no order without consultation" is provided, so that you will first receive a consultation request for certain (complex) products before they may be ordered.

Requirements

- You must have a valid framework agreement with the public administration.
- To use the Supplier Cockpit, your company must have an account in the "Unified Business Account".
- To use the Supplier Cockpit, you need an ELSTER organization certificate.

Procedure

If you want to answer the consulting request of a purchaser:

- You will receive a message about the existence of a consulting request.
- If the request reaches you via other communication channels (e.g., e-mail, telephone, or on-site consultation), you can manually create a consultation case in the Supplier Cockpit.
- After logging into the Supplier Cockpit via your user account, you will receive further information about the consulting request and can process it directly in the Supplier Cockpit.

Legal bases

- [§ 34 Abs. 2 Bundeshaushaltsordnung](#)
- [§ 63 Abs. 1 Bundeshaushaltsordnung](#)
- [§ 34 Abs. 2 Landeshaushaltsordnung](#)
- [§ 63 Abs. 1 Landeshaushaltsordnung](#)

More information

Communication between you and purchasers can still take place outside the supplier cockpit.

Notes on data protection: Consultation requests contain personal data. To prevent this data from being permanently stored in the Supplier Cockpit, it will be deleted after 4 - 6 weeks. This time limit does not apply to consulting requests from the catalog system.

What deadlines must be paid attention to?

There is no deadline.

How long does it take to process

The consulting request is immediately available and can be answered. Consulting requests are only possible within the term of your framework agreement. The term of your framework agreement applies. The maximum term of framework agreements varies depending on the procurement regulation. The term may be divided into a guaranteed contract term and optional contract extensions.

What are the costs?

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