



KINGDOM OF MOROCCO



MOROCCO OFFER FOR GREEN HYDROGEN

User Guide for the Submission Platform



Contents

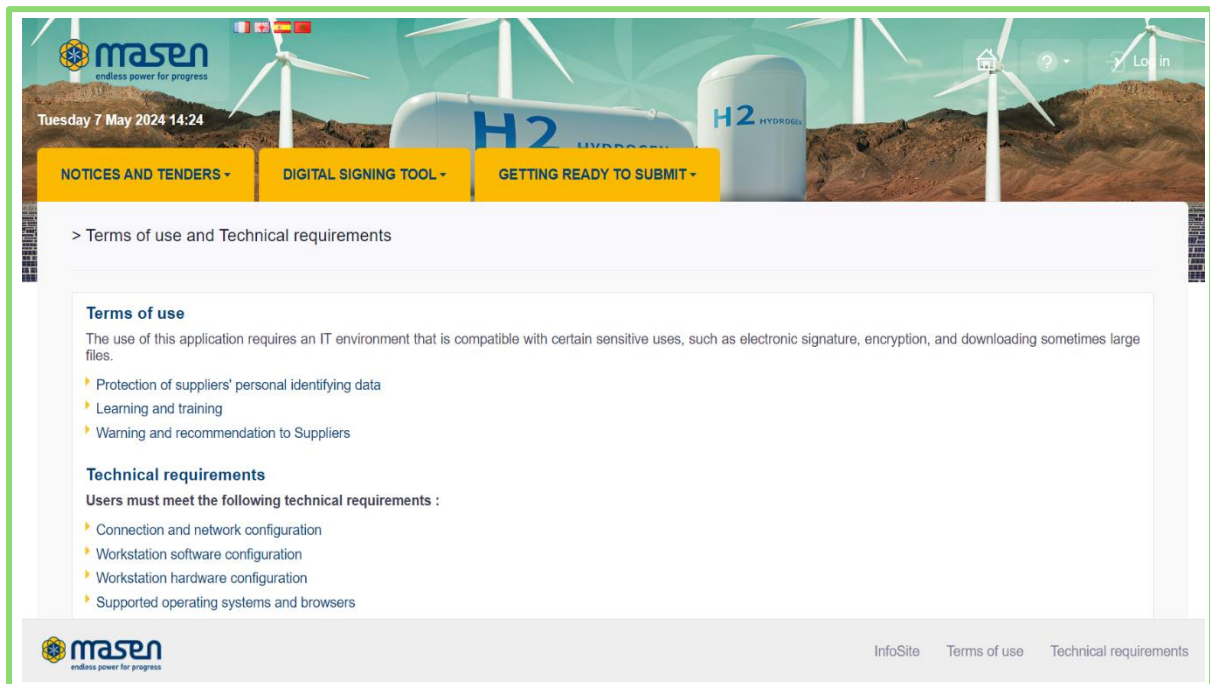
Technical Requirements for Accessing the Platform.....	3
1 - How to Access the Platform?.....	3
2 - How to Create an Account on the Platform?.....	4
3 - How to Log In to My Account?.....	6
4 - How to Submit My Offer on the Platform?.....	7
5 - How to respond to a request for additional documents or other information?.....	11
6 - How to ask a question regarding your submission?.....	12
7 - What to do if you forgot your password?.....	14
8 - How to contact technical support?.....	15
9 - Who to contact if you have questions about the Morocco Offer for Green Hydrogen?.....	15



Technical Requirements for Accessing the Platform

Before proceeding with your submission, please ensure that your computer meets the technical requirements listed on the following webpage:

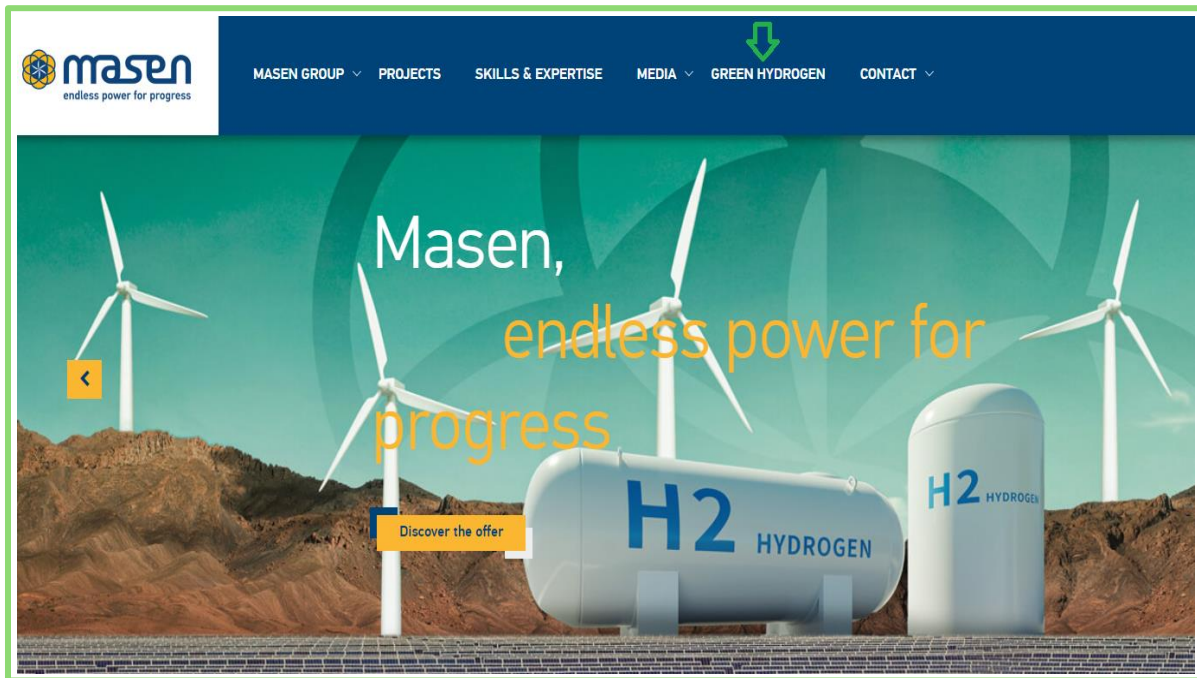
<https://etendering.masen.ma/index.php?page=commun.ConditionsUtilisation&calledFrom=entreprise&lang=en>



The screenshot displays the Masen website interface. At the top, there is a navigation bar with the Masen logo and the tagline "endless power for progress". The date and time "Tuesday 7 May 2024 14:24" are shown. Below the navigation bar, there are three main menu items: "NOTICES AND TENDERS -", "DIGITAL SIGNING TOOL -", and "GETTING READY TO SUBMIT -". The main content area is titled "> Terms of use and Technical requirements". Under this title, there are two sections: "Terms of use" and "Technical requirements". The "Terms of use" section includes a paragraph stating that the application requires an IT environment compatible with sensitive uses, and a list of three items: "Protection of suppliers' personal identifying data", "Learning and training", and "Warning and recommendation to Suppliers". The "Technical requirements" section is titled "Users must meet the following technical requirements :" and includes a list of four items: "Connection and network configuration", "Workstation software configuration", "Workstation hardware configuration", and "Supported operating systems and browsers". At the bottom of the page, there is a footer with the Masen logo and the tagline "endless power for progress", and three links: "InfoSite", "Terms of use", and "Technical requirements".

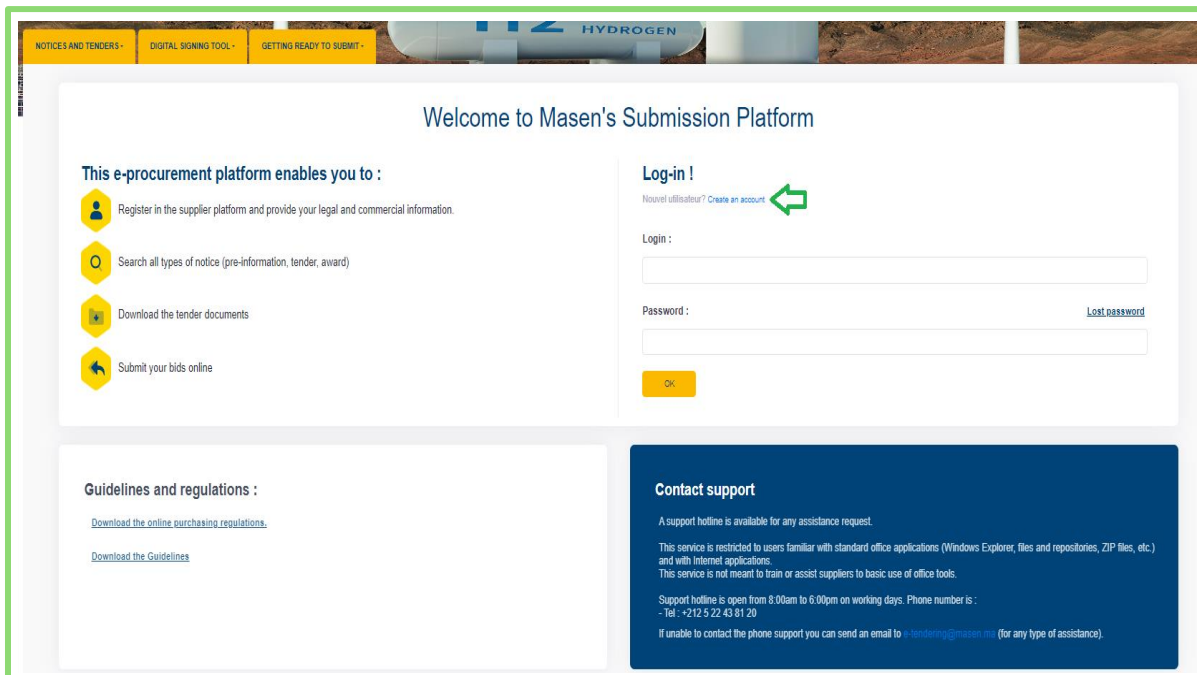
1 - How to Access the Platform?

- Visit Masen's website: <http://www.masen.ma>
- In the menu, go to the "Green Hydrogen" section, a dropdown list will appear.
- Click on "Offers Submission Platform".



2 - How to Create an Account on the Platform?

Access the platform by following the steps in « [1 - How to Access the Platform ?](#) »



- Click on 'Create an Account'.



- For companies established in Morocco: Enter the Commercial Register (RC) number and the city in the form provided for new registrants.
- For companies not established in Morocco: Enter the country and your national ID.
- Click the 'OK' button.

NEW USER?

Company in Morocco Company not established in Morocco

Company in Morocco

RC location :

Select ...

RC number :

OK

- The registration form for a new company will appear, in which the Commercial Register (RC) number is pre-filled but cannot be modified:

NOTICES AND TENDERS - DIGITAL SIGNING TOOL - GETTING READY TO SUBMIT - HYDROGEN

Home > My company

1 Head office details 2 My personal information

The symbol * points out the compulsory fields

Place of registration: Company ID :
MAROC 85-11111

Head office details

Company name* : Phone number :
test 05555555

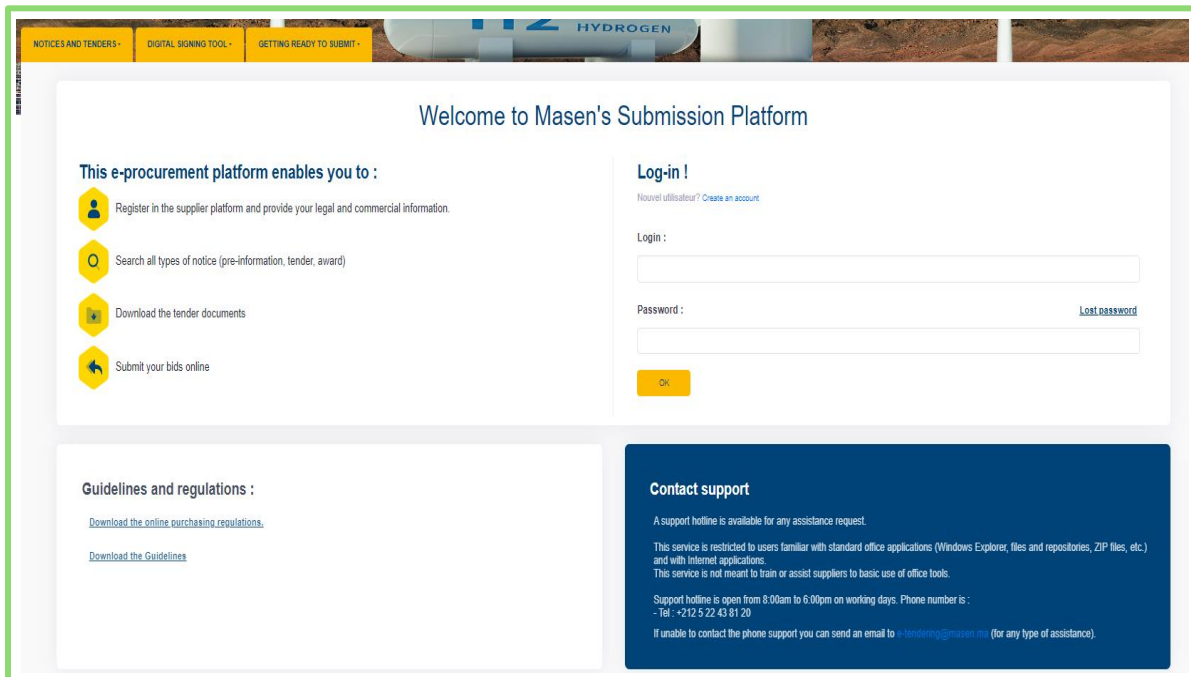
- Fill in the fields in the various sections of the form and click on the 'Save' button to save.



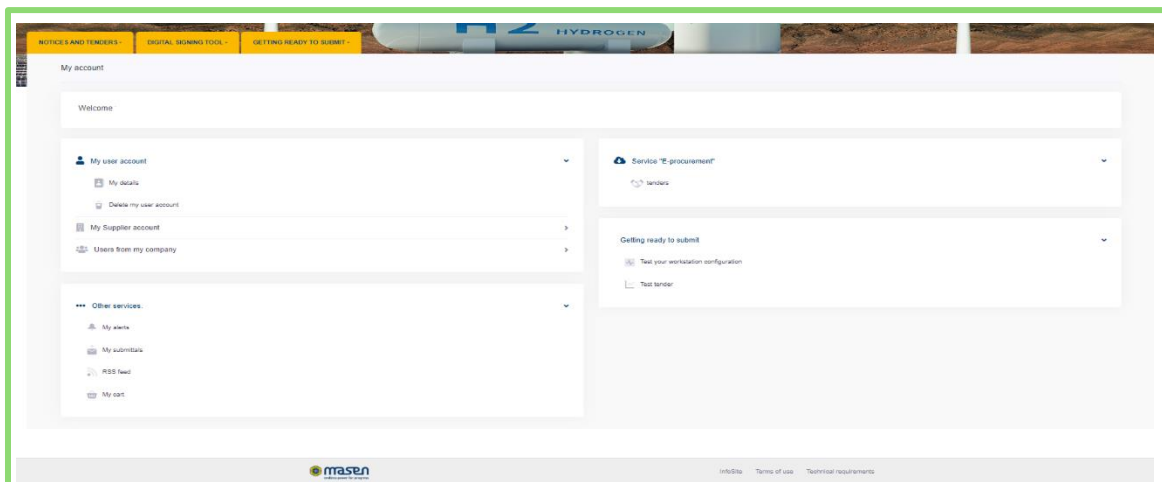
3 - How to Log In to My Account?

Access the platform by following the steps in « [1 - How to Access the Platform?](#) »

Enter your login and password and click 'OK'. If you do not have an account, please refer to the section « [2 - How to Create an Account on the Platform ?](#) »



- The homepage for authenticated users is displayed as follows:

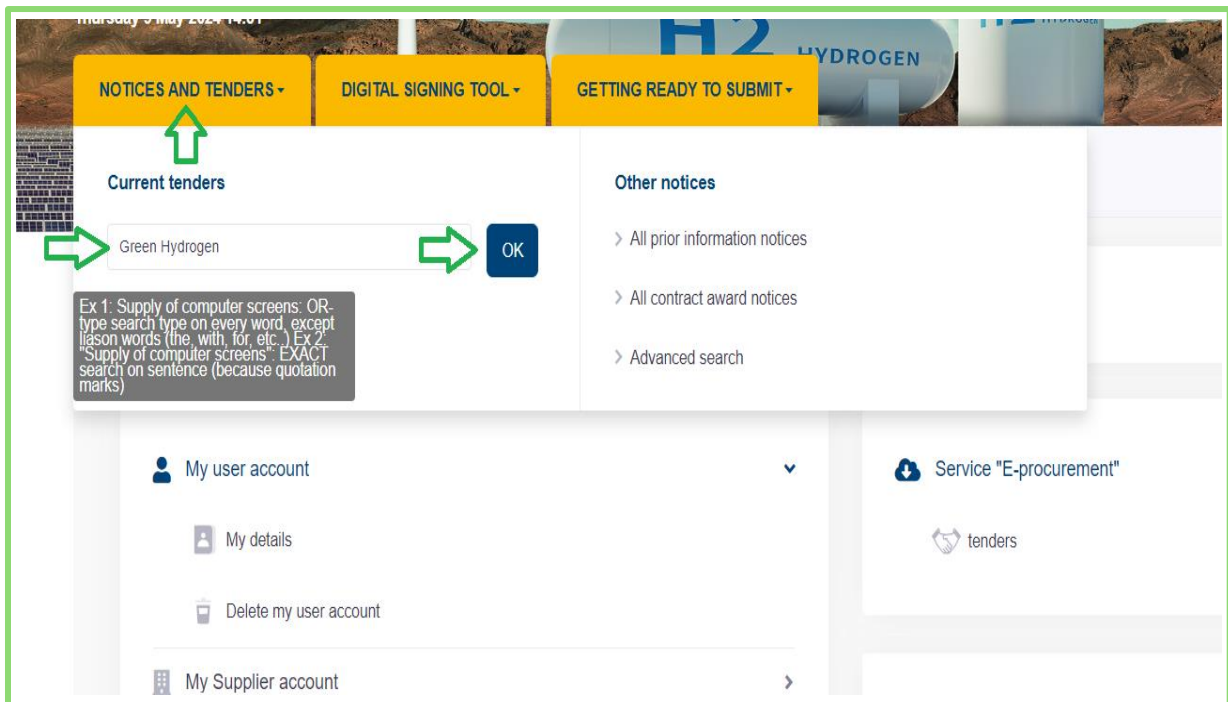




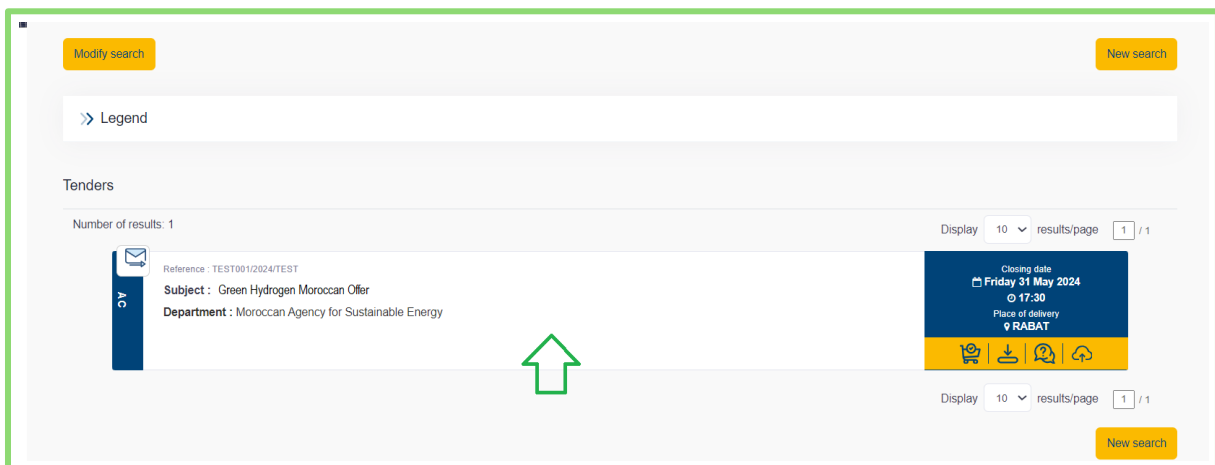
4 - How to Submit My Offer on the Platform?

Once you have entered your credentials, you will be logged in through your account and will be able to view ongoing consultations and announcements.

Click on the « NOTICES AND TENDERS » tab, then enter « Green Hydrogen » in the search area and click the 'OK' button:

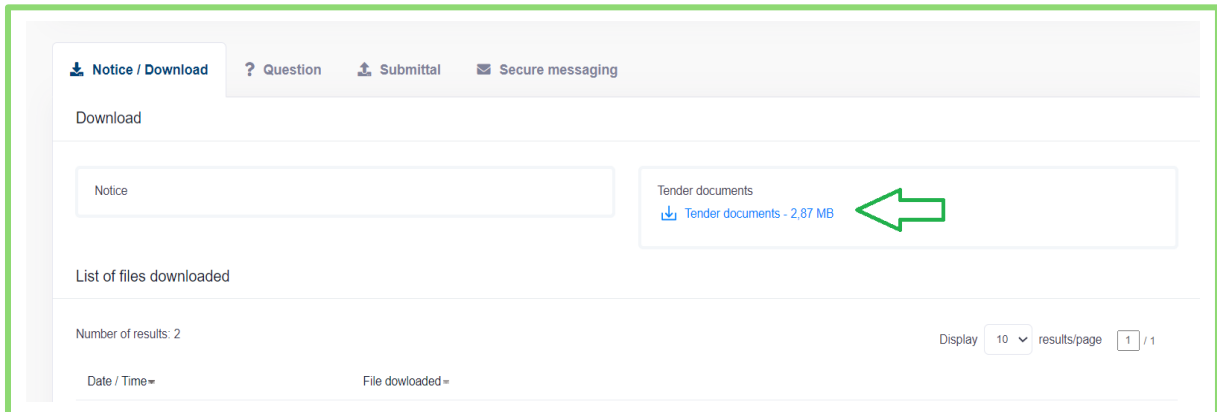


Select the Morocco Offer for Green Hydrogen:

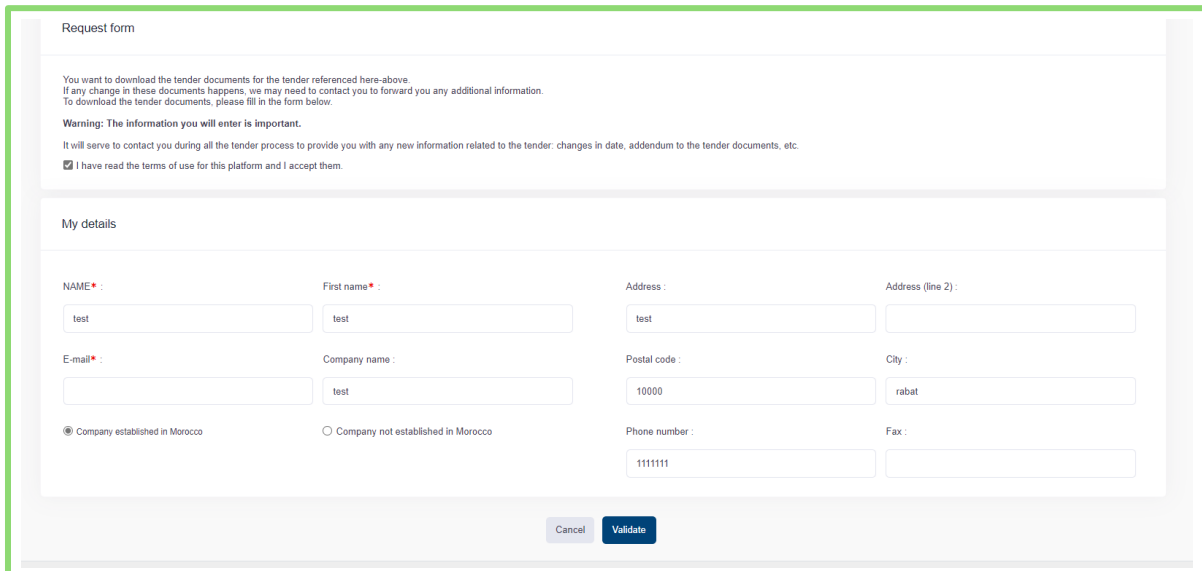




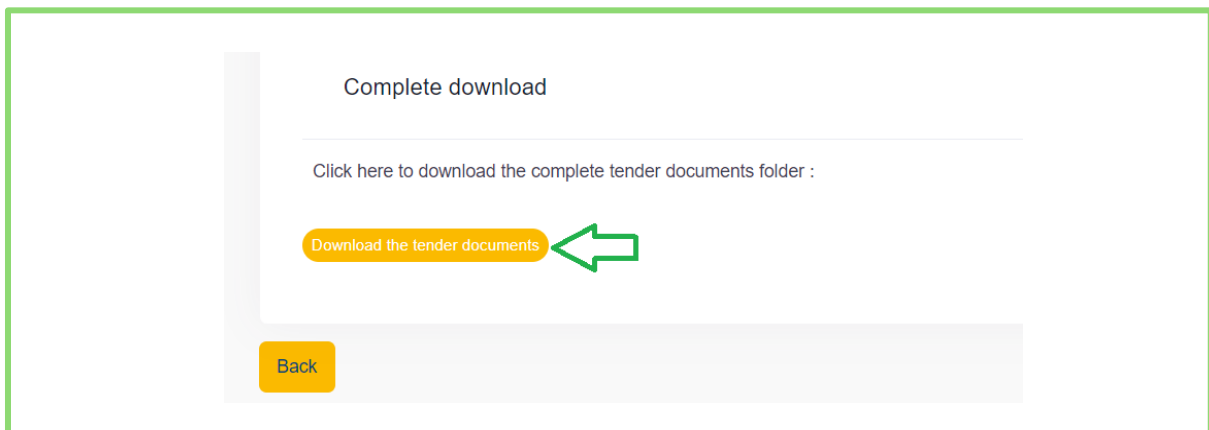
You can download the documentation by clicking on « Tender documents»:



You can proceed by accepting the General Terms of Use (GTU) and then clicking on the 'Validate' button.



The following screen will appear, click on « Download the tender Documents »:



To submit your offer click on the « Submittal » tab and then on the « SUBMIT » button:

Notice / Download ? Question **Submittal** Secure messaging

Electronic submittal

Once you have confirmed the suitable configuration of your workstation, if you want to make an electronic submittal, please click the button below. **SUBMIT**

Content transferred >

Back New search

Then click on the « Add one or more free documents » button:

Administrative and technical dossier Operations

+ Add one or more free documents

Digital signature of dossiers : No
Secured upload of files : Yes

Terms of use

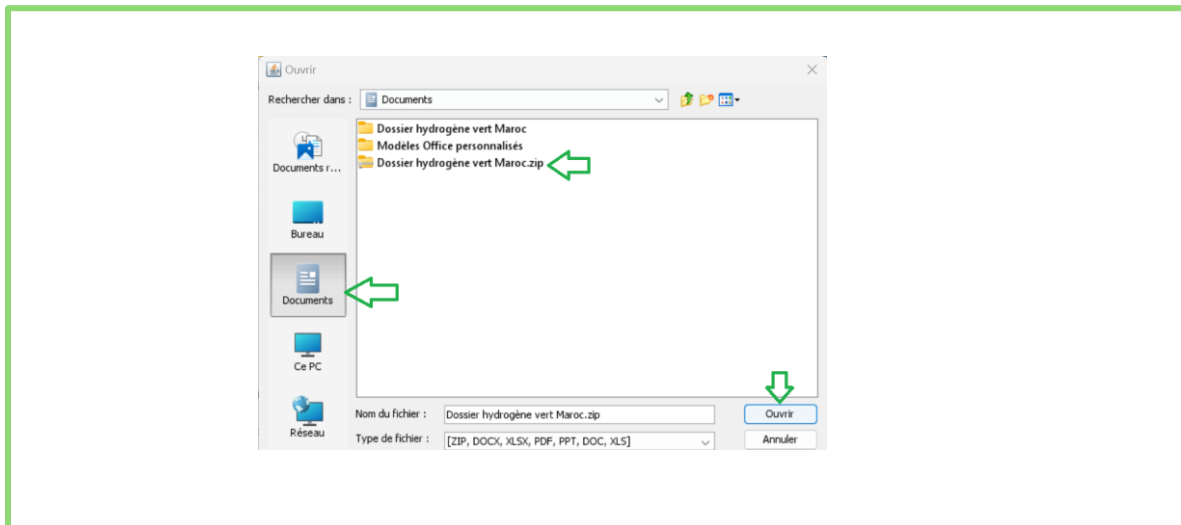
I have read the terms of use for this e-procurement platform and I accept them

Cancel Validate

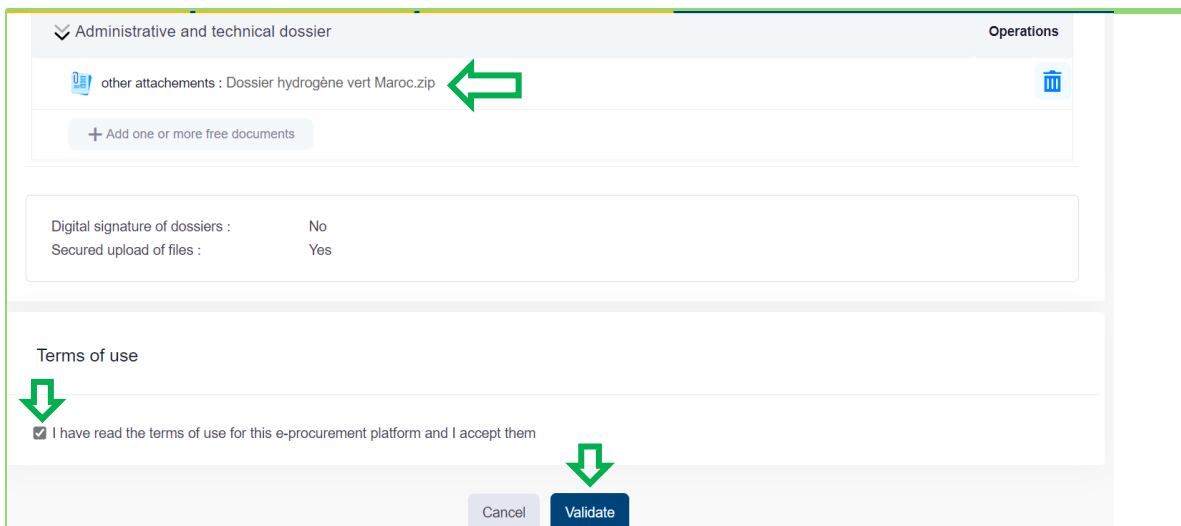
masen InfoSite Terms of use Technical requirements

The screen for selecting the file to upload will appear. Choose the location where your file is stored, select it, and then click on Open.

Important: It is recommended to use 'ZIP' file for a grouped and rapid uploading of documents.



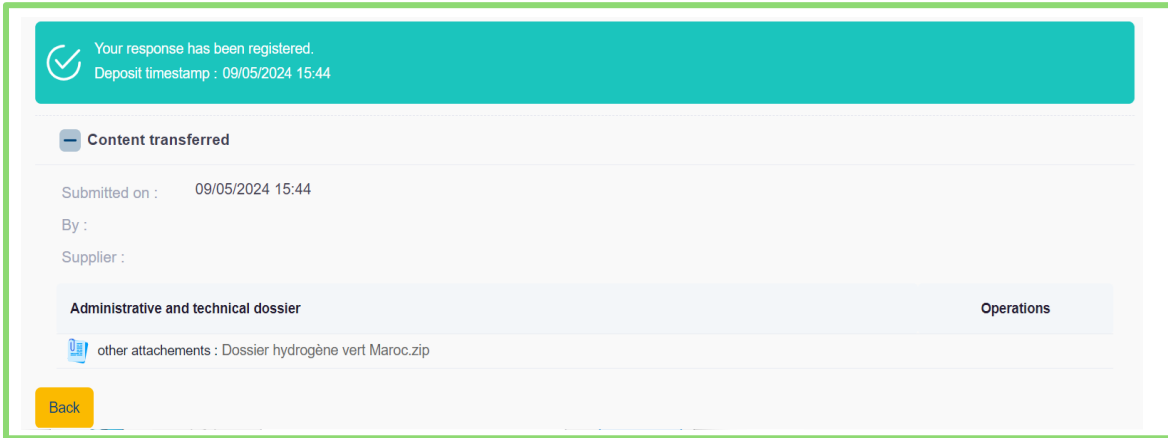
The uploaded file will then be displayed in the list of documents. You can proceed by accepting the General Terms of Use (GTU) and then clicking on the 'Validate' button.



Please wait for the folder to load.



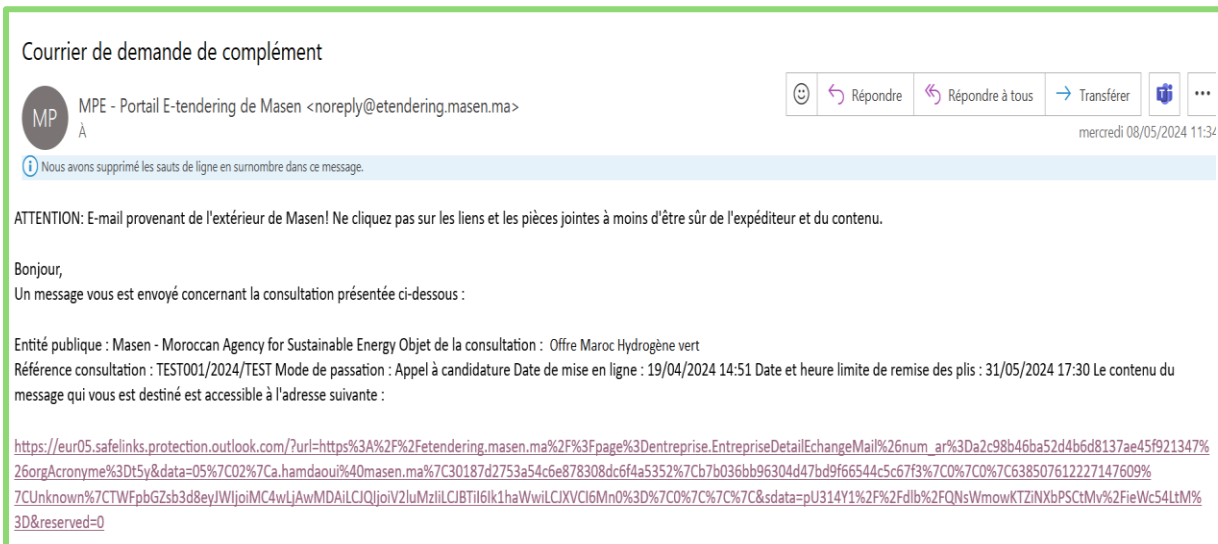
After the folder has loaded, the following message is displayed:



Important: If necessary, you can add any additional elements to your offer by uploading new and/or updated documents.

5 - How to respond to a request for additional documents or other information?

If Masen wishes to send a request, the investor will receive an email from the platform with the details of the request:



The investor have to respond by clicking on the link provided in the email. He may attach additional documents or supplements if requested:



From : Masen - Moroccan Agency for Sustainable Energy
To :
Sent on : 08/05/2024 11:33
Subject : Courrier de demande de complément
Message : Entité publique : Masen - Moroccan Agency for Sustainable Energy
Objet de la consultation : **Green Hydrogen Moroccan Offer**
Référence consultation : TEST001/2024/TEST
Mode de passation : Appel à candidature
Date de mise en ligne : 19/04/2024 14:51
Date et heure limite de remise des plis : 31/05/2024 17:30

Accès direct : [Click here](#)

Nous vous remercions d'avoir répondu à la consultation citée en référence.
Après analyse, il vous est demandé d'apporter les précisions suivantes :


- Compléter ton offre avec les pièces


La réponse à ces questions peut se faire via l'application, à partir de la page d'accès à cette demande de complément.

Il est nécessaire de disposer d'un Compte entreprise sur l'application pour accéder à cette réponse.

Cordialement,
Merci de votre intérêt pour cette consultation.
Plateforme des consultations de Masen

Attachment(s) :



 [InfoSite](#) [Terms of use](#) [Technical requirements](#)

Message

Subject : Documents to add

Text :

Hello,
Please find attached the requested documents.
Best regards

Original message :


-----Original message-----
From: noreply@elendering.masen.ma
Sent: 08/05/2024 11:33
To: a.hamdaoui@masen.ma
Subject: Courrier de demande de complément
Message: Entité publique - Masen - Moroccan Agency for Sustainable Energy
Objet de la consultation : Ceci est un test.
Référence consultation : TEST001/2024/TEST
Mode de passation : Appel à candidature
Date de mise en ligne : 19/04/2024 14:51
Date et heure limite de remise des plis : 31/05/2024 17:30



Accès direct : <https://Elendering.masen.ma/?page=entreprise.EntrepriseAdvancedSearch&AllCons&refConsultation=1019&orgAcronym=57>

Nous vous remercions d'avoir répondu à la consultation citée en référence.
Après analyse, il vous est demandé d'apporter les précisions suivantes :

- Compléter ton offre avec les pièces

Il a répondu à ces questions peut se faire via l'application, à partir de la page d'accès à cette demande de complément

Attachment(s) : [supplement.docx \(0 KB\)](#) 

6 - How to ask a question regarding your submission?

Access the Morocco Offer for Green Hydrogen through your account then choose the « Question » tab :



Click on the 'Ask a Question' button. The following form will appear, allowing you to update your contact information if necessary:

Accept the General Terms and Conditions (GTC) by checking the corresponding box.


Click on the « Validate » button to save. The following form will appear:

Fill in the « Question » field and attach a file, if necessary, then click on the « Send » button.

A confirmation message for the operation will appear:



Consultations > Question confirmation

 Your question was saved successfully.

[Back](#)

A notification will be sent to your email address. You can also review the history of questions at any time by accessing the « Question » section:

Question

If you want to ask a question about the tender, please click the button below. [ASK A QUESTION](#)

List of questions

Number of results: 2 Display results/page / 1

Date / Time Question	Question = /Atch.	Date / Time Submittal
09/05/2024 15:51:03	Please, I need to know wich technical documents to add ti my offer	-

7 - What to do if you forgot your password?

Access the platform following the steps outlined in « [1-How to access the platform ?](#) »
Click on the « Lost password » link. The forgotten password recovery form will appear:

Login :

Password :

 [Lost password](#)

[OK](#)

Enter the user's email address and click on the « Send » button.



An email for password recovery is automatically sent to the provided email address.

8 - How to contact technical support?

A telephone support service is available for any assistance requests. It operates from 08:00 to 18:00 (Rabat time) on business days at the following number:

+212 5 22 43 81 20

Under no circumstances is this support service intended to provide training to companies on common office functions. This service is only intended for individuals familiar with the use of office tools in general (Windows Explorer, file manipulation, ZIP folders, etc.) and with Internet usage.

9 - Who to contact if you have questions about the Morocco Offer for Green Hydrogen?

For any inquiries regarding the Morocco Offer for Green Hydrogen, you can contact us via email at:

Contact-OffreMaroc@masen.ma