

# Frequently Asked Questions for Economic Operators

## Do I need to log in the Public Procurement Register to obtain information on procurements?

Public procurements published in the Public Procurement Register are publicly available.

Without logging in it is possible to view the following worksheet:

- General information;
- Tender documents;
- Questions to Contracting Authority on the Communication worksheet;
- Notices;
- Contracts;
- Appeals.

Logged-in users have the possibility to:

- subscribe for notifications of published procurements;
- register to the procurement;
- ask questions from the Contracting Authority;
- receive Contracting Authority's notifications and automated notifications;
- prepare and submit e-tenders.

## How can I become a user of the e-procurement environment?

Please first register yourself by clicking "*Enter Procurement Register*" and then "*New user? Register*". When contact information has been saved the Helpdesk will send a username and password to the e-mail address specified in the information (we recommend that you change the password via *My Details*).

## How is a user linked to a tenderer?

To get you linked to a tenderer you can either:

- contact the representative of your organisation who is already linked to your organisation in the Public Procurement Register as the main user, being thereby able to add new persons, or
- send a request of a representative of the organisation to Helpdesk at [register@riigihanked.riik.ee](mailto:register@riigihanked.riik.ee).

Users who have the role of the main user of a tenderer can add new persons themselves. The main user must open on the page *My Worktable* the *Tenderer's Details* and via the link *Add person* search for the desired user. By clicking on the name, the found person will be added to the list of persons linked to the Tenderer.

## How can I find out who are the persons linked to the tenderer in the e-environment?

Log in the e-environment and under the menu tab "*My Worktable*" choose "*My Tenderers*". Open the page containing the information about the tenderer by clicking on the icon at the end of the line.

In the table section “*Associated persons*” you can manage information related to persons and add or delete persons. The person to be added must be previously registered as a user of the system. Make sure that the list of associated persons is always up to date.

### How do I know that a contracting authority has added contract documents to its procurement?

A green letter **D** in the procurement search indicates that the contracting authority has added contract documents to the procurement. By clicking on the icon you will see the worksheet *Tender documents*.

### How do I know that a tender or a request must be submitted electronically?

If the contracting authority requires electronic submission of tenders or requests, you will see a blue letter **e** in the tender search and on the procurement’s general information page. The information must also be included in the contract notice or in contract documents.

### What notifications does the system send to persons registered to a procurement procedure prior to the submission of tenders or requests?

All tenderers registered to a procurement procedure will receive a system notification when:

- a contract document is added;
- a contract documents is cancelled;
- the contract notice is changed;
- contracting authority’s answer to a question asked about the procurement if the question and answer have been marked as public. If the question and answer have been marked as private, a notification of the answer will be received only by the person who submitted the question.

### How can I subscribe to information on procurements that interest me to my e-mail address?

For that purpose you have to fill in the subscription order form. Start from the menu tab “*My Register*” – “*My Subscriptions*”. Mark the procurement type, procedure type, notification types and the beginning of the CPV codes (only the first 2 to 4 numbers) concerning which you would like to receive information. You can also specify a specific contracting authority on whose procurements you would like to receive information. Based on the chosen criteria a notification will be sent to your e-mail if a relevant notice is published in the register. By default, one subscription expires after 6 months.

### How to submit an electronic tender?

If the contracting authority has required submission of e-tenders (you will see a blue letter **e** in the procurement search and a corresponding note on the procurement’s general information page), log in the register. Look through the contract notice, contract documents and the questions asked and answered. You can submit a tender after having registered to the procurement procedure on the procurement’s worksheet *General information*.

Start preparing your tender on the worksheet *Tenders*. If the tender is a joint tender, add information about your co-tenderer. Then start adding documents required by the contracting authority. If adding a document is mandatory (\*), you need to attach a file because the system checks the existence of the required documents. Fill in the price form in the system and submit your tender.

In the e-procurement environment it is possible to sign with an Estonian ID-card, mobile ID or [e-resident's digital ID card](#). Please check with the Contracting Authority whether a signed tender is required.

If the submission of the tender was successful, a confirmation will be sent to your e-mail address. The status of the tender changes from "*Being prepared*" to "*Submitted*". System notifications can also be accessed via the tenderer's worktable.

### How large tender documents can be uploaded?

A digitally signed tender may include one tender document up to 20 MB and the total size of tender documents may be up to 100 MB.

### Can I amend my tender after I have submitted it?

You can amend your tender until the submission deadline has arrived. In order to do that, withdraw your tender, make the necessary amendments, save, sign and resubmit. If you withdraw your tender, a notification thereof will be sent to your e-mail address and the notification will be displayed also in the notifications subsection on the tenderer's worktable.

### Who will see the information and documents related to my tender?

Before the submission deadline and opening date the information and documents of tenders can be accessed only by users associated with the tenderer. After the tenders have been opened the information and documents of the tender can be accessed only by the members of the procurement committee specified by the contracting authority.

### What to do when the system is not available?

Start preparing and submitting your tender with plenty of time to spare (not later than 2 hours before the submission deadline). In case of any problems immediately contact either the contracting authority or the Helpdesk of the register. If no technical faults are detected in the system, the Helpdesk will try to help you in using the e-environment.

If any faults are detected in the system, the contracting authority will extend the deadline by a reasonable term. If the original deadline arrives before the publication of the amended contract notice in the Public Procurement Register or before the communication of the amended contract documents to all of the tenderers and to those applicants and interested persons who have obtained the contract documents, the contracting authority will declare the procurement procedure invalid.

The contracting authority is required to immediately notify the participants in the procurement procedure of extension of deadlines and declaration of invalidity of the procurement procedure.

### Can I participate in the opening of e-tenders?

In procurement procedures where the opening of the tenders is public you can also participate in the opening of the e-tenders by being physically present and observing the contracting authority or through the Internet using your own computer. After the tenders have been opened you can view on the page *Tenders* the information of tenderers who have submitted tenders, the prices and numerical values of the submitted tenders.

In case of questions please do not hesitate to contact Helpdesk via e-mail [register@riigihanked.riik.ee](mailto:register@riigihanked.riik.ee).

### How to submit your adjusted tender as a result of negotiations ?

When contracting authority has set a deadline for adjusting your tender, open your initial tender and click on "Take for adaption". Depending on the result of the negotiations with the contracting authority, it is possible to change files under compliance terms and adjust your price. Adjusted tender can only be submitted until the adaption deadline.

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