MANUAL
ON THE MANNER OF USING THE ELECTRONIC SYSTEM
FOR PUBLIC PROCUREMENT FOR
ECONOMIC OPERATORS
MANUAL
on the Manner of Using the Electronic System for Public Procurement for ECONOMIC OPERATORS
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Electronic edition

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Manual on the Manner of Using the Electronic System for Public Procurement for Economic Operators

Public Procurement Bureau (PPB) manages and operates the Electronic System for Public Procurement (ESPP), which is one of a kind computerized system, available on the Internet website, which provides for filling in and publishing the contract notices, notices for simplified competitive procedure, contract award notices, records on simplified competitive procedure, cancellation of procedures, carrying out contract award procedures by using electronic means (using electronic devices for data processing and storing), as well as carrying out electronic auctions and submission of final price.

Following contract award procedures can be carried out through the ESPP: simplified competitive procedures, open procedure and restricted procedure. When carrying out contract award procedure through the ESPP, all procedure-related activities (publication of contract notice and tender documentation, submission of tenders, public opening and evaluation, decision making, notifications on decisions made, communication with economic operators) are carried out electronically. At the same time, e-auction can be carried out through the ESPP as last phase in simplified competitive procedure, open procedure, restricted procedure, competitive dialogue and negotiated procedure with prior publication of a contract notice, as well as in case of reopening competition among the economic operators that are party to a framework agreement.

Improvements and novelties are implemented on the system, pertaining to the following: mandatory publication of a contract notice and e-auction for procurement up to EUR 5,000 in Denar equivalent, i.e. prior simplified competitive procedures without publication of a contract notice; implementation of the module on negative reference for the tenderers, i.e. the economic operators which fail to perform the public contracts in a quality fashion and timely manner or withdraw from concluding the public contract; module on announcement of technical dialogue – when public supply or public service contracts, the subject-matter of which is specific and with an estimated value exceeding EUR 130,000 in Denar equivalent, are awarded; introduction of a qualification system as a certain way of awarding the public contracts at the contract authorities in the utilities sector and publishing of announcement for awarding concessions and establishing public-private partnership.

In addition, pursuant to the modifications and the amendments to the Law on Public Procurement, it is mandatory to publish the tender documentation on the ESPP, and the final-price concept is introduced at procedures at which there are no possibilities to carry out an e-auction, i.e. only one tender is submitted or only one acceptable tender is submitted.

In order to ensure maximum stability and easy and better reference, upgrades to the system have provided for improvements as regards the module for participation in e-auctions, as well as improvements to the ESPP mailbox.
In fact, to the end of improving the course of the auctions and avoiding the current shortcomings, the e-auctions are carried out on an independent application with a new and modern look, providing the possibility for smooth and easier participation in several auctions simultaneously.

Public Procurement Bureau has fully re-designed the Electronic System for Public Procurement, both at visual level and at functionality level. The first stage of the re-design has included the Home Page, the registration process and the e-auctions. In addition, an application adjusted for the use of mobile devices and tables has been developed on the ESPP. The new design is aimed at easy and better reference when presenting the information, as well as optimizing the system for mobile users. The users can, with the mobile version of the ESPP, participate in e-auctions directly from their phones and tables regardless of the brand.

The second stage has included the re-design of the users’ profiles (user's section of the ESPP) and new concept on procurement divided into lots has been introduced, which has significantly facilitated the manner of submission of tenders by the tenderers. In fact, the module for submission of tenders provides for the documents, together with the tender, to be uploaded once and they are considered for the whole procedure, i.e. for all parts of the procedure which the tenderer participates in.

The third stage has ensured for a full re-design of the other modules on the ESPP not being included in the previous stages, including the ESPP mailbox, questions and answers prior to public opening, clarifications/supplements to the evaluation and additional uploading of documents to prove the personal situation.

The new design is unique, user-friendly, providing for simplified use of the system, easy and better reference and easy navigation. User interface has been upgraded with additional visual elements, providing for fast and direct access to the most frequently used actions by the users.

Public Procurement Bureau will continue upgrading the ESPP for the purpose of facilitating the users' access and more efficient carrying out of the e-procurement, taking into account the legal provisions on mandatory use of electronic means when carrying out public procurement (Article 13 of the Law on Modifications and Amendments to the Law on Public Procurement, published in the “Official Gazette of the Republic of Macedonia”, no 78/2015) in at least 30% of the contract notices published in 2016, at least 50% of the contract notices published in 2017 and in 100% of the contract notices published in 2018.

The system provides for a secure electronic communication among the contracting authorities and the economic operators. By using the ESPP, paper-based work is eliminated and increased efficiency and cost-effectiveness in carrying out contract award procedures is ensured, savings of taxpayers’ money are generated and possibilities for corruption in this area are reduced.
For the purpose of proper use of the ESPP, we recommend to adhere to the detailed "Manual on the Manner of Use of the ESPP", published on the Home Page of the web location on the ESPP, which electronic version can be downloaded by clicking on the “User Manual” menu item in the “Economic Operator” navigation menu. Should you adhere to the instructions indicated in this detailed Manual, use of the system would be very easy. In addition, “Rulebook on the Manner of Using the Electronic System for Public Procurement” (“Official Gazette of the Republic of Macedonia”, no 18/14), on the basis of which the ESPP is set, and the brochure “General and Technical Recommendations on Using the ESPP”, prepared by the Public Procurement Bureau, also provide for proper use of the system.

Each change in the ESPP application and functionalities is reflected in the User Manual on continuous basis and it is adequately updated. It should be always considered as a first step in the technical support.
1. Which are the users of the Electronic System for Public Procurement (ESPP) and what is their role therein?

Public Procurement Bureau (PPB) - is in charge of monitoring the public procurement system in the Republic of Macedonia and managing the ESPP; giving advice and providing support to the end users of the ESPP; registering and/or activating the profile the contracting authorities which have submitted an application for registration on the system, providing for registration of the economic operators and the natural persons on the ESPP; monitoring the previous information notices, all types of contract notices, contract award notices/records on concluded contracts and cancellation of procedures; monitoring the timely submission of data and not allowing the use of the ESPP to the users which do not comply with their obligations regarding the use of the ESPP; as well as carrying out e-procurement and e-auctions. It prepares models of tender documentation and other types of forms, provides assistance and support to the contracting authorities and the economic operators registered on the ESPP when carrying out contract award procedures. On the basis of data analysis, the Public Procurement Bureau prepares monthly, quarterly and annual reports by using different parameters (number of procedures carried out, types of procedures, value of concluded public contracts, procedures carried out by applying electronic means, number of e-auctions carried out, generated savings, number of cancelled procedures and reasons for their cancellation) and submits them to the Government of the Republic of Macedonia, as well as to the international institutions. The Bureau also removes the published negative reference in cases prescribed by the Law on Public Procurement and reschedules electronic auctions in case of a technical error, ESPP crash and upon decision by the State Appeals Commission. Public Procurement Bureau analyzes the explanations on reasons for not carrying out an e-auction pursuant to Article 123 of the Law, as well as the explanations on failure to upload the tender documentation pursuant to paragraph 2, Article 32, and should such explanations be ill-founded, it indicates the concerned omission to the contracting authority.

Contracting authorities – are all state authorities, local government units and the City of Skopje, legal entities established for a specific purpose for meeting the public interest needs, public enterprises and all other authorities indicated in Article 4 of the Law on Public Procurement, which carry out their procurement procedures through the ESPP. Contracting authorities undertake the following activities through the ESPP: register on the ESPP; publish contract notices, tender documentation, as well as amendments and supplements thereto, carry out contract award procedures by using electronic means (simplified competitive procedures, open or restricted procedure); carry out procedures the subject-matter of which is divisible into lots; organize and carry out e-auctions and submissions of final price; give answers to the questions posed in the process of tender submission; carry out public opening of tenders and tender evaluation; request clarifications and supplements

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1 PUBLIC PROCUREMENT BUREAU - Department for Monitoring the Public Procurement System and ESPP Management
to the documentation in the course of evaluation; adopt decision on selection or cancellation of the contract award procedures; mark the procedures as appealed; generate different types of reports through the ESPP; download forms for various types of documents (tender documentations on specific procurement, minutes of the public opening procedure, procedure outcome report and auction report as part of the procedure outcome report), thus facilitating the preparation of the necessary documentation to carry out the procurement procedures; create and keep dossiers on all procedures carried out through the ESPP, together with the overall documentation related to a specific procedure.

**Economic operator** - any natural person or legal entity or a group of such persons/entities, which offer supplies, services or works on the market and which participate in the contract award procedures published on the ESPP. Economic operators undertake the following activities through the ESPP: register on the ESPP, obtain information, by choice, on published contract notices in the category of public procurement they have chosen when registering in line with the Tariff Book on Fee for Using the Electronic System for Public Procurement (“Official Gazette of the Republic of Macedonia”, no. 44/2012) and the payment system; download tender documentation; pose questions; submit tenders for procedures which are carried out by using electronic means; give clarifications and respond to questions posed in the tender evaluation phase; participate in e-auctions; submit final price; have access to information or receive notifications regarding the decisions on selection or cancellation of particular contract award procedures.

## 2. How to access the ESPP?

Connect on the Internet through Internet Explorer, Mozilla Firefox, Google Chrome or any other Internet browser which is compatible with these three Internet browsers and open the ESPP on the following web location: [https://e-nabavki.gov.mk](https://e-nabavki.gov.mk). The system can be accessed through any Internet browser, however, it is tested on Internet Explorer, Mozilla and Google Chrome, and the Bureau recommends to use the latest versions of these three browsers.

Should you use Internet Explorer, ESPP address (e-nabavki.gov.mk) needs to be REMOVED from the Compatibility View Settings list:
3. What does the “Home Page” on the ESPP consist of?

Home Page of the ESPP contains the following links which, when clicked on, navigate you through different sections of the system:

1. **Icons that navigate you to the Home Page, change archive year, report a problem/ask a question and site map.**

   - **Home Page** – by clicking on the “Home” button in any section of the ESPP, you are taken back to the Home Page which is to be described in this Chapter.

   - **Change archive year** – should you like to search contract notices, annexes, contract award notices or records older than three years, it is necessary to select this button, than select the desired period.

   - **Report a problem/Ask a question** – you click on this button to report a problem related to the use of the system, which, after being clicked on, takes you to a form where you can pose your question.

   - By clicking on the **“Site Map”** button, the system navigates you to all links displayed on the Home Page of the ESPP.

2. **More important contents** – Tiles for quick access to more important contents are placed centrally on the Home Page of the ESPP. Such tiles take you directly to on-going contract notices, scheduled e-auctions, completed e-procurement procedures and latest award decisions.

3. **News** – All information related to news and improvements on the system are updated and posted on the Home Page, in the News section, on regular basis.
Customer support, notifications and documents – Important notifications, contact details and phones numbers for customer support, as well as documents, are available on the right upper corner of the Home Page of the ESPP.

Language selection – You can select the language you wish to load the website and search through on the right upper corner of the website. You can select between Macedonian and English language.

Login – If you are already registered user on the ESPP, you should enter your username and password in the Login section and by clicking on the “Login” button you log in to the ESPP.

Forgotten password – The system offers the “Forgotten Password” option in the Login section. The users are provided the possibility to change their password through this link.

Home Page Menu

Contracting Authorities – Contracting authorities navigation menu contains 3 separate menu items:

“Register a Contracting Authority” – by clicking on it, a form for registration of a new contracting authority on the ESPP opens;

“Registered Contracting Authorities” - by clicking on it, a table of all contracting authorities registered on the ESPP opens; and

“User Manual” – by clicking on it, each interested contracting authority is provided the possibility to open or download the Manual on the Manner of Using the ESPP for contracting authorities.

Economic Operator – Economic operator navigation menu contains 3 separate menu items:

“Register a Domestic Operator” (if the EN version of the ESPP is selected, foreign companies are registered through this menu item – “Register a Foreign Operator”) - by clicking on it, a form for registration of a new economic operator on the ESPP opens. In addition, we would like to point out that a contracting authority, offering supplies, services and works on the market, can also register as an economic operator.
“Register a Natural Person” - by clicking on it, a registration form for a natural person on the ESPP opens; and

“User Manual” – by clicking on it, each interested economic operator is provided the possibility to open or download the Manual on the Manner of Using the ESPP for economic operators.

3 Contract Notices – Contract notices navigation menu contains 6 separate menu items:

“Contract Notices” – by clicking on it, table on all on-going and expired contract notices in the Republic of Macedonia opens;

Various options for advanced search by selecting several parameters are available in the contract notices search section;

Following icons appear in the “Type of Procedure” column in the table in this panel:

- 🛍️ specifying that the concerned procedure will include e-auction as a final phase;
- specifying that the subject-matter of procurement in the concerned procedure is dividable into lots;
- specifying that the contract award criterion is “the lowest price”;
- specifying that the threshold in the concerned procurement is up to EUR 5,000 in Denar equivalent;
- specifying that the concerned procedure will be carried out by using electronic means.

When clicking on the “Show” button in the “Documents” column, following icons appear:
- showing that the tender documentation (or certain annexes related to the contract notice) is available, and by clicking on the icon, it can be either opened and/or downloaded;
- specifying that no documents related to the contract notice are uploaded;
- showing that answer to a question is uploaded.

“Annexes” – by clicking on this menu item, a table opens, showing all published annexes (additional information, changes to the date determined as deadline for submission of tenders or requests to participate and amendments to the tender documentation) for particular contract notices;

“Announcement of Technical Dialogue” – by clicking on this menu item, a table opens, showing all on-going announcements of technical dialogue, pursuant to paragraph 2 and paragraph 5, Article 43 of the Law on Public Procurement;

“The Contract Notice” – by clicking on this menu item, a table opens, showing all other published contract notices for procurement of services, pursuant to indent 2, paragraph 1, Article 17 of the Law on Public Procurement, i.e. railways and water transport services, temporary employment services, hotel, catering, legal, investigative, education, health, social, recreational, cultural, sport and other services;

“Concession Announcements” – by clicking on this menu item, a table opens, showing all published announcements for establishment of a public-private partnership as public works concession and public services concession pursuant to Article 19 of the Law on Public Procurement.

Contract Award Notices - Contract award notices navigation menu contains 5 separate menu items:

“Prior Information Notice” – by clicking on this menu item, a table opens, showing all contract award procedures, the contracting authorities having published prior information notice therefore;

“Records on Simplified Competitive Procedures” – by clicking on this menu item, a table opens, showing all submitted records pertaining to the simplified competitive procedures, grouped by period of their submission;
“Contract Award Notice” – by clicking on this menu item, a table opens, showing all contract award notices chronologically, from the most recent concluded contract backwards;

“Notification for Realized Contracts” - by clicking on this menu item, a table opens, showing all notifications for realized contracts chronologically, from the most recent published notification backwards;

“Design Contest Award Notices” – by clicking on this menu item, a table opens, showing all design contest award notices; and

“Cancellation of Contract Award Procedures” – by clicking on this menu item, a table opens, showing all published cancellations of the contract award procedures.

5 e-Procurement – e-Procurement navigation menu contains 5 separate menu items:

“e-Procurement Notices” – by clicking on this menu item, a table opens, showing all contract notices for the procedures to be carried out by using electronic means. It contains a review of the most recent contract notices published by different contracting authorities, including more detailed information on the contract notices, together with the published tender documentation;

“Procedures with On-Going Evaluation” - by clicking on this menu item, a table opens, showing all e-procurement procedures in the evaluation phase;

“e-Auctions” - by clicking on this menu item, a table opens, showing all e-auctions scheduled on the system;

“Latest Award Decisions” - by clicking on this menu item, a table opens, showing information on all decisions adopted with respect to e-procurement procedures, e-auctions and submissions of final prices; and

“Completed Procedures” - by clicking on this menu item, a table opens, showing all completed e-procurement procedures and e-auctions.

6 Loans/Donations/Grants – as regards this navigation menu, the users have the possibility to view the contract notices on the ESPP published by international institutions for procurements to be carried out in Macedonia. The navigation menu contains the following menu items:

“Register User within an International Institution” – by clicking on it, a registration form for a user, within an international institution, on the ESPP opens;

“Registered International Institutions” – by clicking on it, a list opens, showing all international institutions registered on the ESPP;
“Notices of International Institutions” - by clicking on this menu item, a table opens, showing all notices on the ESPP published by the international institutions.

**Frequently Asked Questions** – all interested contracting authorities, economic operators, as well as the broader public, are provided the possibility, through the “Frequently Asked Questions” menu item, to obtain an answer to the frequently asked questions regarding the manner of using the system. In addition, they can also find the list of the most frequently asked questions, which the Bureau publishes in this section of ESPP page.

**Report a Problem/Ask a Question** - contracting authorities, as well as economic operators, can report a problem or ask a question to the PPB administrator regarding the use of the ESPP, through this menu item. The menu item is envisaged as a third-level customer support, i.e. if the problem is not overcome despite closely adhering to the detailed instructions presented in this Manual, as well as consultations with the local administrator at the contracting authority.

**Negative References** – This navigation menu contains the following menu items:

“Negative References” – by clicking on this menu, a list opens, showing the economic operators being issued a negative reference. The table shows the name of the economic operator, the basis and the date of publishing the negative reference, as well as the deadline, i.e. the validity of the negative reference; and

“Check EO for Negative References” – this menu item provides for checking whether an active negative reference is issued for a certain economic operator. After entering the correct company registration number and the unique tax number in the respective fields, click on the “Search” button and the system would provide information on the concerned economic operator.

**Useful Links** – this navigation menu contains the links to certain websites of relevance to the ESPP, in order for the user to have a direct access to such links.

### 4. How to register on the ESPP?

In order to be able to use the functionalities offered by the ESPP, the economic operator has to register on the ESPP. Registration procedures is as follows:

**4.1. Registration of a New Economic Operator and a Local Administrator within the Economic Operator**

Responsible person at the economic operator appoints a local administrator – a person to be in charge of registering the company on the ESPP, as well as (de)activating the other users within the same company. Each economic operator may have one local administrator
and unlimited number of users. Person at the economic operator to first fill in the registration form for the company on the system, i.e. whose data will be entered in the “About admin of the EO” panel, which is part of the registration form, is automatically assigned the role of a local administrator of his/her economic operator. Role of a local administrator can be, later on, assigned to any other registered user within the economic operator.

The local administrator within the economic operator selects the English version of the application and fills in the electronic registration form for his/her company, placed on the left-hand pane on the Home Page of the ESPP in the “Economic Operator” navigation menu, which is opened by clicking on the “Register a Foreign Operator” menu item.

The economic operator fills in the required data for his/her company in the first section of the registration form. The section “Subscribe to our automatic alert services”, which is part of the registration form, is shown below the fields to be filled in with data on the economic operator.

This section provides the economic operator the possibility to select categories of subject-matters of procurement for which the economic operator wishes to receive automatic alerts in its ESPP mailbox related to all new contract notices and announcements of technical dialogues from among the category or categories of subject-matters of procurement, published through the ESPP.

**Note:** When registering, the EO has to mandatory select at least one category of subject-matter of procurement it wishes to receive automatic alerts for.
In order to reduce the number of messages arriving in the mailbox and easy and better reference therefore, all notifications on contract notices from the selected category, published in the course of the day, are received as a single message at the end of the day.

*Example of notification for published contract notices in the mailbox on the ESPP:*

After selecting the categories, the local administrator clicks the arrow as the next step, and fills in the second section of the registration form:

The local administrator fills in his/her data in the respective fields in the “About admin of the EO” panel.
**Note:** username filled in in this section of the registration form is unique for each user of the system and there is no possibility to be further changed.

Once all required data are filled in in the respective fields, the user clicks on the “Register” button. Following window pops up:

![Confirm window]

By clicking on the “OK” button, the system will confirm the successful submission of the registration application by showing a message with the following contents:

![Registration form]

At the same time, an e-mail message is automatically sent to the local administrator’s e-mail address, containing the activation link to complete the registration. In order to successfully complete the registration process, it is necessary to click on the activation link within 24 hours, otherwise, the registration is deemed not to be successful and it will be necessary to fill in the registration form again.

![Activation link email]

**Dear Sirs,**

If you want to activate the profile for Dragana Nikoloska you need to go on this [link](#), to confirm your registration and choose your password. The link will be active in the next 24 hours.

After clicking on the activation link, fields to enter the password are displayed on the system. With respect to these fields, the user enters his/her password he/she is going to
use when logging in to the ESPP. After the password is confirmed, click the “Registration Confirmation” button.

Message is automatically sent to the local administrator’s e-mail address after the registration is confirmed, containing the username and the password which the administrator assigned to him/herself, as well as the instructions on payment of the annual subscription fee.

As indicated in the message, there are two options to pay the annual subscription fee for using the ESPP: electronically, directly through the CaSys e-payment system, or by paying on the basis of a pro-forma invoice, attached in the message (example of a pro-forma invoice in .pdf format is an integral part of this Manual – Attachment 1).
Should the user make the payment electronically, it is necessary to click on the respective link attached in the message, and the system shows detailed information on the electronic payment.

After selecting the “Pay” button, the process of electronic payment commences, i.e. the user is redirected to the electronic payment system.

Should the payment be successfully completed, the user will receive the following information on the screen:

At the same time, confirmation on the successfully completed payment will be sent on the local administrator’s e-mail address.

Dear Sir/Madam,

We would like to inform you that your payment for the invoice with number 05-6/0657/17 is successfully realized. Your invoice will be delivered in original by mail.

Your account is now activated and you can log in to the ESPP.

Thank you for the interest shown to use the e-Procurement system.

With respect,
Public Procurement Bureau
Following the completion of the electronic payment, the user profile is IMMEDIATELY active, and the user can use the system by entering the username and the password, while the invoice on the payment made will be additionally delivered at the indicated e-mail address.

Should the user decide to make the payment on the basis of a pro-forma invoice, attached in the message, profile on the ESPP will be active once the payment is made, i.e. after the payment is recorded on PPB’s account.

User profile is active for a period of one year from the day the pro-forma invoice is paid, i.e. from the day the payment is recorded.

As a result of the ever-frequent use of e-procurement and e-auctions in the Republic of Macedonia, a need has arisen for continuous development, improvement and daily maintenance of the ESPP application. For the purpose of permanent maintenance, upgrading and improvement of the functionalities offered by the ESPP application, as well as to the end of providing quality services, **annual subscription fee** has been introduced for the use of the ESPP.

Annual subscription fee (excluding VAT) for obtaining the following services: receiving information on new published contract notices in the ESPP mailbox, for three chosen categories of procurement, downloading the tender documentation and participating in e-procurement and e-auction, is prescribed in the Tariff Book and it depends on the size of the economic operator as registered with the Central Registry.

Annual subscription fee (one year as of the date of payment) is determined in the basis of the size of the economic operator, according to the data in the Central Registry of the Republic of Macedonia, as follows:

<table>
<thead>
<tr>
<th>Type of Economic Operator</th>
<th>Annual subscription fee (excluding VAT)</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracting authorities registered as economic operators</td>
<td>Denar 2,000</td>
<td>Receiving information on new contract notices on the e-mail address, for three chosen categories of procurement</td>
</tr>
<tr>
<td>Micro enterprises</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural persons</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small-sized enterprises</td>
<td>Denar 4,000</td>
<td>Downloading the tender documentation</td>
</tr>
<tr>
<td>Medium-sized enterprises</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Large enterprises</td>
<td>Denar 8,000</td>
<td>Participating in e-procurement and e-auctions</td>
</tr>
<tr>
<td>Foreign economic operators</td>
<td>EUR 200</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Three chosen categories of procurement are included in the annual subscription. Should, in the course of the annual subscription, the economic operator face the need to change the chosen categories or cancel the service of receiving automatic alerts for an
already chosen and paid category, it has to inform the Public Procurement Bureau in writing about the requested change.

**Note:** EUR 30 + VAT should be paid for each additionally chosen category. Additional categories can be chosen only at the moment of the initial registration and at the moment of renewing the annual subscription.

The user can log in to the system by entering the *username* and the *password* in the login section and by clicking on the **“Login”** button. When logged in, **Terms and Conditions of Service for Registered Users** are displayed.

By clicking on the **“I Agree”** button, you confirm that you have read, you understand and accept these terms and conditions to use the ESPP. Economic operator which agrees with the rules and the terms and conditions for using the ESPP may use the options offered by the ESPP, i.e. it may search through the list of published contract notices, download the tender documentation, pose questions and give answers, submit tenders, participate in e-auctions, submit final price and update its personal data entered in the registration form.

### 4.1.1 Renewal of Registration of Already Registered Economic Operators on the ESPP

User profile of an economic operator, registered on the ESPP, is active for a period of one year from the day the pro-forma invoice is paid.

The date of expiry of the subscription appears on the user profile throughout the whole period of validity of its subscription to use the ESPP.

Economic operator being successfully registered and active on the ESPP has the possibility to renew its subscription 10 days prior to its expiry. In addition, the user will receive an
information message in its ESPP mailbox ten days prior to the expiry of the annual subscription, with the following contents:

![Image of email message]

The subscription is renewed by logging in to the system with the already existing username and password and, when logged in, “Renewal of Annual Subscription” panel appears.

Categories selected in the previous subscription are already checked in the categories of subject-matters of procurement to receive automatic alerts therefore and the economic operator has the possibility to add, uncheck or change categories for which it wishes to receive automatic alerts in its mailbox on the ESPP related to all new contract notices from the category or categories of subject-matters of procurement to be published through the ESPP.

![Image of renewal panel]

By clicking on the “Generate Pro-Forma Invoice” button, new window pops up and the economic operator is to click on the “I Agree” button, after which the system automatically generates and sends pro-forma invoice in the mailbox on the ESPP and the registered e-mail address of the economic operator. The pro-forma invoice is attached in the e-mail message, with the following contents:
Annual subscription fee can be paid electronically by clicking on the link contained in the message, whereby the user profile is IMMEDIATELY active, or the payment can be made on the basis of the pro-forma invoice attached. Should the payment be recorded by the moment the subscription expires, the economic operator will encounter no interruption in using the ESPP. On the contrary, should the economic operator renew the annual subscription after it has expired, the user profile will be blocked until the payment thereof is made.

Following the payment made, the economic operator can continue using the services on the ESPP, i.e. its profile is active for one year from the date the payment is made.

Should the economic operator fail to make the payment for more than six months, when logging in to the ESPP, the system will offer an option for generating a new pro-forma invoice – with a current date, deleting the old one.

4.2. Registration of a New User within a Registered Economic Operator by the Local Administrator at the Economic Operator

The local administrator at the economic operator (registered in the manner explained in point 4.1.) can register new users within the same economic operator. The local administrator can edit the user profile of his/her economic operator, as well as register and (de)activate users on the ESPP within his/her economic operator.

In order to register users on the ESPP within his/her economic operator, the local administrator logs in to the ESPP and selects the “Users within the Economic Operator”
menu item in the “My Profile” navigation menu, and the “Users within the economic operator” panel opens. The local administrator can preview and edit the user profile of all registered users on the ESPP within his/her economic operator, as well as register new users.

In order to register a new user, the local administrator clicks on the “Add User” button, the “Add User” pop-up window opens, and he/she fills in all the necessary data and assigns a username to the user (username should mandatory contain at least 8 characters). The local administrator selects the role of the user in the “Select Role” section, thus activating the newly registered user/local administrator.

After clicking on the “OK” button, data on the particular user appear in the table in the “Users within the Economic Operator” panel, within the same menu item. At the same time, the system automatically sends an e-mail message to the e-mail address of the registered user, containing the assigned username and the automatically generated password.

ESPP allows for registration of several users within a single economic operator.

**Note:** Should a certain user within the economic operator stop performing the function (the role) as regards the contract award procedures, the local administrator CANNOT REMOVE HIM/HER, but he/she can rather deactivate the user. He/she selects the user in the table in the “Users from the Economic Operator” panel by clicking on the 🆘 icon and unchecking
the “Active User” checkbox. Thus, the user acquires the status of a non-active user, being disabled the use of the ESPP functionalities.

**Note:** The local administrator can, at any time, assign his/her role to another user within his/her economic operator. To assign the role of a local administrator to another user, it is necessary for the current local administrator to log in to the system, to select the user he/she wants to assign this role from the “Users within the Economic Operator” menu item, to click on the “Administrator of the Economic Operator” radio-button and to click on the “OK” button. After completing this step, the economic operator gets a new local administrator.

5. How to search through the lists of published contract notices, annexes, cancellation notices, contract award notices and records?

You can review all published contract notices, annexes, cancellation notices, contract award notices and records through the following navigation menus:

**1. Contract Notices** – “Contract Notices”, “Annexes”, “Announcements of Technical Dialogue”, “Other Contract Notices” and “Concession Announcements” menu items are shown. Manner of searching and previewing the data contained in the tables shown when selecting any of the concerned menu items is as follows: you select the respective menu item, a table opens on the right-hand side, showing all published contract notices, annexes or announcement of technical dialogue. Search option appears above the tables in each menu item, which you can use for an advanced search by different criteria, whereby searching by subject-matter of lots within the public contract is also introduced. The first column in each of the tables shows a link with the contract notice number, which, when clicked on, opens data on the concerned contract notice. The tables also contain the following: data on the contracting authority which published the concerned contract notice or annex, subject-matter of procurement, type of contract, type of procedure, date and time of publishing the contract notice and the deadline for submission of tenders/requests to participate, as well as the documentation uploaded when publishing the contract notice.
By clicking on the “Announcement of Technical Dialogue” menu item, all on-going announcements of technical dialogue, published by the contracting authorities, are shown, while when clicking on the “Concession Announcements” menu item, all announcements for establishment of public-private partnership as public works concession and public services concession are shown.

2. **Contract Award Notices** – “Prior Information Notice”, “Records on Simplified Competitive Procedures”, “Contract Award Notice”, “Notification for Realized Contracts”, “Design Contest Award Notices” and “Cancellation of Contract Award Procedures” menu items are shown. Manner of searching and previewing the data contained in the tables shown when selecting any of the concerned menu items is similar to the one explained above.
Note: Should you want to search through the contract notices, annexes, contract award notices and records on simplified competitive procedure older than three years, it is necessary to click on the button to change archive year, and than select the desired period.

Both a user not being logged in and a user after logging in, as described in Chapter 8, can search though all published contract notices, annexes, contract award notices or records on simplified competitive procedure.

Note: Contract notices published by international institutions can be searched through the “Notices of International Institutions” menu item within the Loans/Donations/Grants navigation menu.
6. How to preview and download tender documentation for a specific contract notice published through the ESPP?

Tender documentation published together with the contract notice can be previewed and downloaded via two separate menu items on the Home Page of the ESPP, in particular the “Contract Notices” menu item within the “Contract Notices” navigation menu and the “e-Procurement Notices” menu item within the “e-Procurement” navigation menu, showing only the contract notices carried out fully electronically. Manner of downloading the tender documentation is the same, regardless of the menu item selected.

The procedure for previewing and downloading the tender documentation is as follows: without logging in to the system, you select the “Contract Notices” menu item or the “e-Procurement Notices” menu item on the Home Page, and a table opens, showing all ongoing contract notices, with data on the contract award procedures, as well as the tender documentation itself.

After clicking on the “Show” button in the last column, the “Documents” pop-up window opens, showing the documents with a respective icon, depending on the document format. After clicking on the icon, two selection options appear: “Preview Tender Documentation” and “Download Document”.

“Preview Tender Documentation” option provides for the documentation to be previewed without the user having to log in to the ESPP with its username and password. After previewing the contents, the document can be downloaded by clicking on the “Download Document” button at the right-hand corner of the opened preview window. To exit, click on the “Close” button.
The “Download Document” option provides the possibility to download the tender documentation for the purpose of participating in a particular procurement procedure, in the format the contracting authority, having published the contract notice, uploaded it on the system.

After clicking on the “Download Document” button, fields to enter the username and the password are displayed. You enter your username and password and click on the “Login” button, the link to the tender documentation will be displayed via which you can open and save the tender documentation on your computer.

**Note:** The purpose of requesting to enter the username and the password when downloading the tender documentation is for the ESPP to save you data so that you can be automatically notified in the ESPP mailbox on any amendments or supplements to the tender documentation made by the contracting authority.

**Note:** In order to be able to download the tender documentation from the Home Page, it is necessary to check if the Pop-up Blocker on the Internet browser is unchecked.

Should you use Mozilla Firefox, you can find this option as follows:
Tools → Options → Content → Block Pop-up Windows
Should you use Internet Explorer, you can find this option as follows:
Tools → Internet Options → Privacy → Pop-up Blocker
Should you use Chrome, you can find this option as follows
Settings → Show advanced settings → Content settings → Do not allow any site to show pop-ups

**Note:** Should you be logged in with the username and the password, after clicking on the document, i.e. the tender documentation, the link to download it is immediately displayed.

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7. How to log in to the ESPP?

Should you be an already registered user of the ESPP, in order to log in to the system, you should enter your username and password in the **Login** section, on the left-hand pane on the Home Page of the ESPP website. After filling in the required fields, you should click on the “Login” button, hence you would be able to use all options offered by the ESPP.

**Note:** To successfully log in to the ESPP, it is important for both the username and the password to be correctly entered, and the user to have the “Active” status. On the contrary, the following message appears “Invalid username and password” or a message that the profile is not active. If you have not changed the password, i.e. if you use the password automatically generated by the system, it is recommendable to copy the username and the password sent to you in the e-mail message through the system. When copying, carefully select only the characters in the username or the password – do not leave space before the first and after the last character.

The system offers the “Forgot your password option in the Login section, which, after being clicked on, takes you to a form in which you should fill in your username.
Immediately after clicking on the “Submit” button, the system automatically sends you an e-mail message on your e-mail address, containing an activation link, and by clicking on the link you confirm that you want to change your password. In order to successfully complete the process of changing the password, it is necessary to click on the activation link within 24 hours, on the contrary it will be necessary to again click on the “Forgot your password” option. Click on the link only once, i.e. it is valid only at one attempt to change the password.

Dear Sirs,

You reported forgotten password, if you want to create new password for user Dragana Nikoloska you need to click on this link. The link will be active in the next 24 hours. If you haven’t requested password reset, please ignore this e-mail. In case you continuously receive this e-mail, please report to the public procurement bureau.

Immediately after clicking on the confirmation link, fields to enter your password are displayed. As regards these fields, you enter the password you are going to use when logging in to the ESPP later on. After confirming the password, you click on the “Confirm” button.

The system automatically sends a new message on your e-mail address, containing your new password.
Dear Sir/Madam,

We would like to inform you that your password has been changed.

In order to login into the system use following username and password:

**Username:** drnikoloska1233  
**Password:** Dragana2212

Note: If you have any problem when logging in into the system please try coping the the Username and Password from here. Please don’t leave space before and after characters from the Username and Password.

e-Procurement System.

### 8. What possibilities does the ESPP offer to the registered economic operators with an active profile?

ESPP offers possibilities for continuous participation in the procurement procedures to the registered economic operators with an active profile, i.e. to those having settled the liabilities related to the annual subscription.

After logging in to the system by entering the username and the password, the user is given the option to simultaneously use the functionalities to be described below in this Chapter (through the “My Profile” navigation menu), as well as all modules on the Home Page of the ESPP, without thereby having to log out of the system, i.e. by simply using the back/forward options on the browser.

After clicking on the “My Profile” navigation menu, the ESPP offers the following functionalities to the user:
Icons that navigate you to change the archive year and to the ESPP mailbox.

Change the archive year – to change the archive year, i.e. to select a period other than the current period (last three years), it is necessary to select this button, than select the desired period.

Mailbox – all registered users on the system have their mailbox for the overall communication between the economic operators and the contracting authorities. Unread messages are marked with a number on the very icon (number of unread messages) so as for the users to be aware of their unread mail at all times.

Information on the annual subscription of the user – this information shows when the economic operator’s annual subscription expires. In fact, the economic operator can renew the subscription 10 days prior to its expiry by simply logging in with the username and the password and agreeing to the subscription renewal.

Language selection - You can select the language you wish to load the website and search through on the right upper corner of the website. You can select between Macedonian and English language.

Documents – several documents, including the Rulebooks, the User Manuals and the Brochures, appear centrally on the page, providing detailed explanations to the user on the manner of using the Electronic System for Public Procurement.

Logout – when the user wishes to log out of the user profile, it is necessary to click on this icon, and it takes you back to the Home Page of the ESPP.

Menu of a Logged In User

Following navigation menus appear on the left-hand pane of a logged in user within the economic operator:
My Profile – these menu items appear depending on the role of the user within his/her economic operator. Should it be a matter of a person being assigned the role of a local administrator, all four menu items appear, while should it be a matter of a user within the economic operator, the “Details for the Economic Operator” menu item and “Users within the Economic Operator” menu item do not show.

“Personal Data” – within this menu item, the economic operator can update its data entered in the registration form, including the changed password, which the system automatically generated;

“Details for the Economic Operator” - the local administrator can update the details about his/her economic operator through this menu item;

“Users within the Economic Operator” – the local administrator can update the data about the users within his/her economic operator, register new users within his/her economic operator and (de)activate the users through this menu item.

“Profile Files” – within this menu item, the economic operator can upload the documents for proving the personal situation and the qualifications, as well as the document for proving the suitability to pursue professional activity (document on registered activity). Once the documents are uploaded through this menu item, they will appear at each submission of a tender for a procedure carried out electronically, in particular, each document will appear in the respective field of the submission panel.

Note: Use of this functionality is optional and, should documents be uploaded through this panel, the economic operator is responsible for their updating, as well as the validity of the uploaded documents. After the validity of a certain document expires, the existing one should be deleted through this panel and a new, valid document should be uploaded instead.
2 “Questions and Answers Prior to Public Opening” and “Answers to Questions in Paper-Based Procurement” menu items open when clicking on the Questions and Answers Prior to Public Opening navigation menu.

“Questions and Answers Prior to Public Opening” – within this menu item, the economic operator, already having downloaded the tender documentation, can pose questions regarding a specific procedure carried out electronically within the deadline set for posing questions, i.e. 3/6 days at the latest prior to the expiry of the deadline for submission of tenders.

“Answers to Questions in Paper-Based Procurement” – when selecting this menu item, the economic operator can preview all answers given by the contracting authorities to the questions posed by the economic operators at the paper-based procedures. This panel shows only the answers for the procedures for which the economic operator has downloaded the tender documentation.

Note: “Questions and Answers Prior to Public Opening” menu item is used in the e-procurement, while only the answers related to the paper-based procedures are given through the “Question Answers Offline Procurement” menu item. Upon exception, should the economic operator have posed question in an e-procurement and no answer is provided, and the contracting authority has thereby changed the procedure into paper-based one, it is contracting authority’s responsibility to give the answer to the question through the “Question Answers Offline Procurement” menu item.

3 “Submit Tender/Request to Participate” menu item opens when clicking on the Submit Tender navigation menu.

“Submit Tender/Request to Participate” – through this menu item, the registered economic operator, with an active profile, can submit a tender in a simplified competitive procedure, open procedure, second phase of a restricted procedure and a procedure with an e-auction as a final phase, as well as request to participate in the first phase of a restricted procedure, regardless of whether the economic operator submits a tender to participate in a procedure with a subject-matter of procurement divided into lots/not divided into lots.

Public Opening, when clicking on this navigation menu, the “View the Public Opening” menu item opens.

“View the Public Opening” – within this menu item, the tenderer can view the public opening of tenders for a specific procedure carried out electronically which the tenderer participated in, whereby the public opening is carried out by the Public Procurement Commission.

Submit Clarification/Supplement in Evaluation Phase, when clicking on this navigation menu, the following menu items open:
“Questions/Answers and Supplements in Evaluation Phase” – within this menu item, the tenderer can give answers to the questions posed or clarify/supplement the tender upon a request by the contracting authority in the tender evaluation process for the procedure for which it has submitted a tender, which procedure is carried out electronically.

“Questions/Answers Application and Supplements” – within this menu item, the tenderer can give answers to the questions posed or clarify/supplement the request to participate upon a request by the contracting authority in the first phase of the restricted procedure carried out electronically.

5 E-Auctions, when clicking on this navigation menu, the “Participate in E-Auction” and “Submit Final Price” menu items open.

“Participate in E-Auction” – within this menu item, the tenderer can participate in an e-auction (in the process of reverse bidding), should it have qualified previously and been invited to participate in an auction by the contracting authority. The tenderer, which is not qualified and is not invited, can neither participate in an auction nor view it. In addition, the tenderer, which profile is blocked due to failure to pay the annual subscription fee for using the ESPP, cannot be invited to participate in an e-auction, i.e. should it be invited, it cannot take part in the e-auction.

“Submit Final Price” – within this menu item, the tenderer can submit final price, should it be the only tenderer with an acceptable tender in the procedure and should it be invited by the contracting authority. The tenderer, which profile is blocked due to failure to pay the annual subscription fee for using the ESPP, cannot be invited to submit final price.

7 Upload Additional Documents on Personal Situation, when clicking on this navigation menu, the “Upload Additional Documents” menu item opens.

“Upload Additional Documents” – through this menu item, the winning tenderer selected in the simplified competitive procedure can upload documents needed to confirm its personal situation which it has confirmed with the submitted statement in the course of the procedure.

8 Dossier for Participation in Completed Procedures, when clicking on this navigation menu, the following 3 (three) menu items open:

“Dossier for Contract Award Procedures” – through this menu item, the economic operator can review the overall dossier related to its participation in a particular procedure, being carried out electronically.

“Submitted Tenders/Requests to Participate” – through this menu item, the economic operator can review its submitted tenders/requests to participate in procedures following the public opening.
“Participation in Completed Auctions” – through this menu item, the economic operator can review its last submitted price in an e-auction for a particular procedure.

Tender Documentation Second Phase, when clicking on this navigation menu, the “Download Tender Documentation” menu item opens.

“Download Tender Documentation” – through this menu item, the economic operator, qualified to participate in the second phase of the restricted procedure, can download the tender documentation for the concerned procedure.

9. How to get informed if the contracting authority has amended or supplemented the published tender documentation?

Should the contracting authority make any amendments or supplemets to the contract notice and/or the tender documentation, all economic operators, having downloaded the tender documentation for a particular procedure through the ESPP up to the moment the amendment or the supplement is made, will be automatically informed thereof in the ESPP mailbox, by receiving the following message:

The amendment or the supplement made to the contract notice and/or the tender documentation will be, at the same time, also published on the Home Page of the ESPP, in the tables shown within the “Contract Notices”, “Annexes” and “e-Procurement Notices” menu items, as part of the last column named "Documents".

![Image of email message with the subject: Modifications of the tender’s documentation for announcement, and the message body including the attachment details.]

![Image of a table in the ESPP with the header: Documents. The table includes two rows: one for Tender documents with two columns and another for Attachments with one column. The table also has a Cancel button at the bottom.]

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10. How to pose a question through the ESPP for a contract award procedure carried out electronically?

As a registered user on the ESPP with an active user profile, pursuant to the legally set deadline for posing questions to the contracting authority, i.e. 3/6 (three/six) days at the latest prior to the expiry of the deadline for submission of tenders/requests to participate, you can pose questions through the system related to the concerned contract award procedure for which a contract notice is published, which is to be carried out electronically.

Note: Time is measured as follows: should, starting the next day from the moment of posing the question, there be a period of 3 (6) days (including the last day), the EO can pose a question.

For instance: there is an open procedure, the public opening of which is scheduled on 11th September. The last possible day to pose a question for such contract notice is 5th September by 3:30 p.m..

In order to pose a question related to a certain procedure, you have to log in to the ESPP, to select the “Questions and Answers Prior to Public Opening” navigation menu on the left-hand pane and to click on the “Questions and Answers Prior to Public Opening” menu item, when a table opens, showing all procedures having the status “The contract notice is published”. You select the specific procedure in the table with respect to which you would like to pose a question, click on the ➡ arrow and the “Search the List of Questions and Answers” form opens.

You click on the “Ask New Question” button in the “Ask/Read Questions and Answers” panel, when a window opens where you can pose your question.

After posing the question, click on the “Save” button, and the ESPP automatically sends a message to the Public Procurement Commission, informing it that a new question is posed through the ESPP with respect to the concerned procedure.
Once the Commission answers the questions, the ESPP will send a message in the ESPP mailbox. The answer, i.e. the document uploaded by the Commission, can be found in the message itself, as well as in the “Ask/Read Questions and Answers” panel.

In addition, an information that an answer has been given to the question prior to the public opening is obtained by clicking on the “Show” link in the Documents column in the table showing the on-going contract notices on the Home Page of the ESPP. After clicking on the respective icon, the system redirects the user to log in and download the tender documentation, and should the user be logged in, it takes him/her directly to the “Questions and Answers Prior to Public Opening” menu item.

You can view all questions and answers related to the specific contract award procedure within the “Questions and Answers Prior to Public Opening” menu item, whereby the identity of the economic operator posing the question is not disclosed. Should it be a matter of the second phase of the restricted procedure, the option for posing a question will be available only to the qualified economic operators.

Should the legally set deadline for posing questions be expired, when trying to pose a question, a message reading “Deadline for posing a question has expired!” appears, thus disabling the option to pose new questions.

**Note:** Only those economic operators having downloaded the tender documentation published for a specific procedure to be carried out electronically are able to pose questions and view the posed and the answered questions pertaining to the concerned procedure.

### 11. How to upload and sign documents on the ESPP?

The manner of uploading and signing documents on the ESPP is customized and comprises several steps:
✓ Click on the “Choose Files” button and browse to the location of the file on your computer;

✓ Prior to uploading the document, check if you have signed it electronically (it is mandatory for the tender and the statements, i.e. all documents you have prepared and verified, to be electronically signed);

✓ Click on the “Upload” button and the document uploads in the respective field.

✓ To upload several documents at the same time, select all the documents and you can upload them with one click on the “Upload” button or by using the “Drag&Drop” option;

Should you like to delete some of the uploaded documents, click on the icon and confirm that you are sure that you want to delete the document.

12. How to submit a tender in an open procedure or second phase of a restricted procedure for contract award procedures carried out electronically?

All registered economic operators with an active user profile can submit tenders through the ESPP from the moment the contract notice is published by the time set as deadline for submission of tenders. Thereby, submission of tenders in a simplified competitive procedure, open procedure, as well as second phase of restricted procedure is completely the same, while submission of requests to participate in the first phase of restricted procedure comprises only the uploading of documents (explained below in Chapter 14).
Submission of a tender through the ESPP comprises the following:

 ✓ uploading all documentation for determining the qualifications and the tender in an electronic form;
 ✓ filling in the empty fields with details from the tender.

In order to submit your tender, you should log in to the ESPP, click on the “Submit Tender/Request to Participate” menu item in the “Submit Tender” navigation menu on the left-hand pane of the section for logged in economic operators and select the procedure for which you want to submit a tender from the table, which table opens by clicking on the “Submit Tender” link in the “Action” column.

After selecting the procedure, the “Submit Tender” web form opens. It contains three separate panels: details on the procedure, information about submitted tender and details.

1 Details on the procedure – this panel shows the general details related to the procedure, which the system automatically takes from the contract notice.

2 Information about submitted tender – this panel shows information about the subject-matter of the public contract and the price, VAT excluded.

3 Details – this panel shows a list of all necessary documents to be uploaded so as to participate in the procedure, as well as the price to be entered and to be subject to weighting in the course of tender evaluation.

4 Documents to prove personal situation and suitability to pursue professional activity of the economic operator – this section shows a list of all necessary documents to be uploaded so as to participate in the procedure. Documents displayed in this section are requested in the contract notice. Uploading each document begins by the clicking on the “Upload Document” button, thereby applying by the same steps explained in Chapter 11.

Should the economic operator have already uploaded the documents through the “Profile Files” menu item when opening the submit tender web form, documents already uploaded through the profile will show (for each document in the respective field) in the Details panel.
Until the tender is submitted, each field allows the option for additional uploading of documents by the user, deleting the uploaded documents by clicking on the icon and reviewing the documents. When the tender is submitted, the documents are encoded and are not accessible prior to the public opening of the tenders.

**Note:** Once the tender is created and the profile files are automatically uploaded therein, no change in the “Profile Files” menu item reflects automatically on the concerned tender. In case of a submitted tender, regardless of the manner in which the documents therein are uploaded, should there be any change, it is necessary for the tender to be withdrawn/deleted from the system, then created and submitted again.

**Statement on Steadiness/Bank Guarantee** – should no bank guarantee or deposited funds be requested in the contract notice as tender guarantee, statement on steadiness is
mandatory to be submitted. It is to be mandatory signed electronically and to be uploaded in the respective section “Statement on Steadiness”.

Should a bank guarantee be requested, “Electronic Bank Guarantee” section appears in the upload document panel. Uploading a document in this section is optional, i.e. upload only if you have a guarantee in an electronic form, digitally signed by the issuing bank. On the contrary, should you have a paper-based bank guarantee, it is mandatory to be submitted in original at the contracting authority by the time of the public opening, and it is not necessary to upload the document in this section.

Statement on Independent Tender – the tenderer mandatory submits a statement stating, under full substantial and criminal liability, that it has submitted the tender independently, without any agreement with other economic operators contrary to the regulations on protection of competition, as well as that it has not participated in the same procedure, i.e. in the same part of the procedure, with other economic operators with which it is related on the basis of capital, ownership or kinship. It is mandatory signed electronically by the responsible person and is uploaded in the respective field “Statement on Independent Tender”.

Tender – documents with your technical and financial proposal, which are mandatory to be signed electronically, are uploaded in this section. In order to successfully submit your tender, it is mandatory to have uploaded at least one document.

Price (excluding VAT) – price (excluding VAT) on the subject-matter of the public contract, including all costs and discounts, excluding VAT, is to be entered in this field. The price entered in this field is to correspond with the total price indicated in the financial proposal form and it is subject to weighting on the course of tender evaluation.

Submit Tender – after the required fields are filled in and the documentation, together with your tender, is uploaded and signed, you click on the “Submit” button and wait for a message to display, confirming that your tender is successfully submitted.

It is at that moment that the tender is considered as submitted. The tender is saved in an encrypted (encoded) form on the server and data contained therein are not available to any of the users of the system until the moment of the public opening of tenders, hence the data integrity is kept. At the same time, the ESPP automatically sends an e-mail message to your mailbox on the ESPP, informing you that your tender is received and saved on the ESPP.

Example of a message you will receive when successfully submitting the tender:
Note: Should you upload several documents, being an integral part of your tender, and wish to log out of the system or should any Internet disconnection occurs, without thereby having clicked on the “Submit” button, the system will automatically save all the documents you have uploaded so far, while your tender will be assigned the status “Edit the Tender”. This means that the system provides for a temporary storage of the documents, being an integral part of your tender, until you decide to submit the tender. Documents thus uploaded, without thereby having clicked on the “Submit” button, are not considered to be successfully submitted documents and your tender will not appear on the public opening.

Note: Pursuant to the Law on Public Procurement (“Official Gazette of the Republic of Macedonia”, nos. 27/15, 78/15, 192/15, 27/16 and 120/16), the tenderer may amend, replace or withdraw its tender prior to the expiry of the deadline for submission of tenders. In order to be able to amend, replace or withdraw your tender submitted through the ESPP at any time prior to the expiry of the deadline for submission of tenders, it is necessary to again log in to the ESPP and select the menu item for submission of tender.

The tender is amended and replaced through the ESPP by changing the data entered in the fields in the “Details” panel, by deleting the uploaded documents, as well as uploading new documents. As regards changing (deleting an already uploaded document or uploading a new document) previously submitted tender, with the status “Review/Withdraw the Tender”, the economic operator is to withdraw the tender and make the respective changes (upload additional documents or delete uploaded documents), and then submit its tender again.

Already submitted tender can be withdrawn through the ESPP by clicking on the “Withdraw the Tender” button, hence the tender is withdrawn from the system and will not appear on the public opening. The system generates a log of actions undertaken by the tenderer.

Note: Should you like to fully delete your tender, including all the uploaded documents and the entered price, it is necessary to click on the “Cancel” button, when the system asks you for a confirmation “Are you sure you want to delete the tender?”.

Note: Should the contracting authority cancel the procedure prior to the public opening, all tenders submitted by then are returned back to the tenderers in an encrypted form.

Note: Should the economic operator have submitted a tender, and the contracting authority makes a material amendment to the contract notice (amendments to the division into lots or amendments for the procedure to be carried out electronically), causing changes in the
course of the e-procurement procedure, the submitted tender will be automatically withdrawn from the system.

Please observe the following **recommendations** for the purpose of facilitating the procedure for submission of tenders through the ESPP:

- **✓** Documents, being an integral part of your tender (documents together with the technical and the financial proposals, as well as the statement on steadiness, which are mandatory to be signed electronically, scanned documents or documents in original electronic form issued by the competent authority to prove the personal situation, the suitability to pursue professional activity, the economic and the financial standing, the technical or the professional ability, the quality assurance standards and the environmental management standards), to be uploaded in the respective fields that appear on the “Submit Tender” web form (in line with the requirements in the tender documentation and the contract notice).

- **✓** Name of each uploaded document or group of related documents in a compressed form to be in “name of economic operator_document description” format.

- **✓** The price entered in the “Price, excluding VAT” field should be the same with the price entered in the financial proposal form.

- **✓** Be cautious about the size of the documents included in the tender, i.e. they should not exceed the limit of 20MB (megabytes) per document. You can submit several such documents simultaneously. In case the size of the uploaded documents exceeds the limit of 20MB, it is recommendable to divide the tender documents into several separate documents.

- **✓** All documents comprising the tender are prepared in an electronic form and are to be signed with a digital certificate. The documentation submitted as attachment to the tender, issued by another competent authority, is not to be signed with a digital certificate, but it is rather the original document that is scanned and uploaded in the system.

- **✓** Submit your tender in due time (not at the last minute) so as to avoid the risk of the tender not being received within the set deadline. In case the deadline for submission of tenders expires, the ESPP sends a message “Deadline for submission of tenders has expired” and you will not be able to submit your tender.

Automatic message with similar contents will be also sent the Public Procurement Commission, informing it that you were late in submitting the tender for the concerned procedure.

After submitting your tender, the system additionally informs you on all further actions undertaken by the contracting authority related to the procedure you participated in, in the manner as described in Chapters 18, 19 and 20.
13. How to submit a tender to participate in a simplified competitive procedure through the ESPP?

Manner of submitting a tender to participate in a simplified competitive procedure is similar to the one explained in Chapter 12, regarding the submission of a tender to participate in an open procedure, with the exception of the following:

1. When participating in a simplified competitive procedure, no documentation issued by other competent authorities is submitted, but it is rather the Statement on Steadiness (should no bank guarantee/deposited funds be required), the Statement on Independent Tender and the Statement on Proving the Qualifications, in an electronic form and signed with a digital certificate by the tenderer, that are to be uploaded.

Note: As regards procedures up to the amount of EUR 5,000 in Denar equivalent, the contracting authority may not require tender guarantee in the form of bank guarantee or deposited funds.

2. Before the contracting authority reaches the decision on selection of the winning tenderer, and after the Commission requests, through the ESPP, for the documents on proving the qualifications to be additionally uploaded, the tenderer to be selected as a winning tenderer additionally uploads, through the system, such documents. The tenderer will receive an e-mail message in its mailbox with the following contents:
These documents are uploaded through the “Upload Additional Documents on Personal Situation” menu item and, after being selected, the following two options appear: “Upload from Disc”, in which case the documents are uploaded as explained in Chapter 11, and “Upload from Profile”, which, after being clicked on, opens the profile files.

After uploading and selecting all necessary documents, it is mandatory to click on the “Send” button, and the documents are available in the procedure dossier at the contracting authority.

14. How to submit a request to participate in the first phase of restricted procedure carried out electronically?

To submit a request to participate in the first phase of restricted procedure carried out electronically you should login on the ESPP and click on the “Submit Tender/Request to Participate” menu item. A table opens, showing all published and ongoing contract notices.

You select the procedure for which you want to submit request to participate by clicking on the “Action” column, “Submit Request to Participate” web form and you can upload overall documentation for proving your personal situation.

1 Details on the procedure – this panel shows the general details related to the procedure, which the system automatically takes from the contract notice.

2 Details – You should upload the request to participate (overall documentation) as regards this procedure in the manner explained in Chapter 11 and, as regards the manner of scanning, signing and uploading, you should adhere to the recommendations referred to in Chapter 12. Should the economic operator have already uploaded the documents through the “Profile Files” menu item, when opening the submit tender web form, documents already uploaded through the profile will show in the Details panel.
Submit request to participate – after uploading all documents for proving your personal situation to participate in the second phase of the procedure, you click on the “Submit Request to Participate” button and wait until a message displays on the screen, containing the following text: “Your request to participate has been successfully submitted.” It is at that moment that the request to participate is considered as submitted. At the same time, the ESPP automatically sends an e-mail message to your mailbox on the ESPP, informing you that your request to participate is received and saved on the ESPP.

After adopting the decision on selection of a qualified candidate to participate in the second phase of the procedure by the responsible person at the contracting authority, the Public Procurement Commission will send, through the ESPP, a notification on the adopted decision, by attaching the list of the qualified candidates.
After the list of qualified candidates to participate in the second phase of the procedure is sent, you will receive a new message in your mailbox on the ESPP, containing the invitation to participate in the second phase of the procedure.

You can download the tender documentation by clicking on the “Download Tender Documentation” menu item in the “Tender Documentation Second Phase” navigation menu.

You download the tender documentation for the respective procedure from the “Documents” column. The documentation defines the date and the time of the public opening of tenders submitted at this stage phase of the procedure, and you can also submit your tender within the set deadline for submission of tenders.

Tender for participation in the second phase of the restricted procedure is submitted in the same manner as the tender in an open procedure (details explained in Chapter 14).

15. How to submit a tender in a procedure, the subject-matter of which is divided into lots, through the ESPP?

To submit a tender in a procedure, the subject-matter of which is divided into lots, it is necessary to click on the “Submit Tender/Request to Participate” menu item and to select the procedure in question from the table, by clicking on the link in the “Action” column.

- Details on the procedure – this panel shows the general details related to the procedure, which the system automatically takes from the contract notice.

- Information about submitted tender – this panel shows information about the subject-matter of the lot of the public contract and the prices entered, VAT excluded, for each lot separately.
Details - you upload the documentations, required for the respective procedure in the tender documentation, in this drop-down menu. Should it be a matter of an open procedure, you upload the documents for proving the personal situation and the qualifications (scanned documents or documents in original electronic form issued by the competent authority to prove the personal situation, the suitability to pursue professional activity, the economic and the financial standing, the technical or the professional ability, the quality assurance standards and the environmental management standards), while should it be a matter of a simplified competitive procedures, you should submit a statement on proving the qualifications (which is mandatory to be signed electronically). In addition, it is mandatory to upload a statement on steadiness, should no bank guarantee or deposited funds be requested as tender guarantee, a statement on independent tender and a tender. This means that overall documentation related to this procedure should be uploaded through these uploading forms, thereby adhering to the recommendations indicated in Chapter 12 as regards the manner of grouping, scanning and signing the documents.

Note: Once the documents are uploaded through this panel, they will pertain to the overall procedure, regardless of which lot of the subject-matter of procurement you wish to submit a tender for, i.e. they apply to all lots within the subject-matter of procurement.

Note: Should the economic operator have already uploaded the documents for proving the personal situation and the qualifications through the “Profile Files” menu item, when opening the submit tender web form, documents already uploaded through the profile will show in the Details panel.

Lots within the subject-matter of procurement of the public contract – as regards this drop-down menu, you submit the price, excluding VAT, for the lots you want to submit a tender. After entering the price for the lot in this field, it is uploaded in the right upper angle “Information about Submitted Tender”, and you are provided a detailed review of all lots which you want to submit a tender for.

Submit Tender – after filling in all the necessary information about the lot, you click on the “Submit Tender” button and wait until a message displays on the screen, containing the following text: “Your tender has been successfully submitted.”

Note: By clicking on the “Submit Tender” button, you submit a tender for the whole procedure. You are not obliged to submit a tender (to fill in the fields in the “Price, excluding VAT” column) for the lots within the subject-matter of procurement you are not interested in to participate.
At the moment of clicking on the “Submit Tender” button, the tender for the lots within the subject-matter of procurement of the public contract, together with the overall tender documentation, previously uploaded through the uploading forms in the “Details” panel, is submitted. The tender is saved in an encrypted (encoded) form on the server and it is available to none of the users of the system until the moment of the public opening of the tenders. At the same time, the ESPP automatically sends an e-mail message to your mailbox on the ESPP, informing you that your tender is received and saved on the ESPP.

**Note:** Should you upload several documents, being an integral part of your tender, and wish to log out of the system or should any Internet disconnection occurs, without thereby
having clicked on the “Submit” button, the system will automatically save all the documents you have uploaded so far, while your tender will be assigned the status “Edit the Tender”. This means that the system provides for a temporary storage of the documents, being an integral part of your tender, until you decide to submit the tender. Documents thus uploaded, without thereby having clicked on the “Submit” button, are not considered to be successfully submitted documents and your tender will not appear on the public opening.

As regards procedure in which the lots are not divided, there is also a possibility provided to withdraw, amend or fully cancel the tender in the manner explained in Chapter 12.

16. How to view the public opening carried out through the ESPP?

Any economic operator having submitted a tender through the ESPP for a specific contract award procedure can view the public opening.

In order to be able to view the tender public opening through the ESPP, it is necessary to log in to the system through the “Public Opening” navigation menu, to click on the “View the Public Opening” menu item and select the procedure in question in the table by clicking on the ➡️ arrow, when “View the Public Opening” web form opens.

1 Details on the procedure – this panel shows the general details related to the procedure, which the system automatically takes from the contract notice.

2 ➣ arrow – status of the tender of any tenderer can be seen by clicking on the ➣ arrow in the right-hand column for the specific economic operator, however, you cannot open the documents attached to the tenders.

3 Information on the tender – you can view the price(s) (excluding VAT) for the procedure, i.e. the lots of the procedure which the tenderer in question participates in.

Note: The option to view the tender public opening is available only in the course of the public opening, in particular, from the moment the Public Procurement Commission indicates the commencement of the public opening for the respective procedure. Economic operators can view the prices offered through the ESPP one hour after the contracting authority commences the public opening.
17. How to reply to answers posed in the evaluation phase, i.e. give clarifications or make supplements to the submitted documents in a procedure carried out electronically?

As regards the tender evaluation process (open procedure, restricted procedure or simplified competitive procedure), the Public Procurement Commission can pose questions (requesting clarifications or supplements to the submitted documents) to the tenderers regarding the tenders they have submitted through the ESPP.

At the moment the Commission poses the question, you will receive an e-mail message in your mailbox on the ESPP, notifying you that a question has been posed regarding the tender submitted for the procedure in question.

An example of an e-mail message notifying the tenderer that it has been posed question in the evaluation phase

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[Example e-mail message]
After receiving the notification, you should log in to the system and select the “Questions/Answers and Supplements in Evaluation Phase” menu item. Select the procedure in question for which the Commission has posed the question from the list of procedures in the table (by clicking on the ➔ arrow).

1. Click on the ➔ arrow in the second panel to be able to answer the question posed by the Commission.

2. Once the “Contents of Questions and Answers” panel, containing the question, opens, by clicking on the “Upload File” button, window with the option to upload the document containing the answer to the question opens. It is recommendable for the document, containing the clarification or the supplement to the submitted documents, i.e. the answer to the posed question, to also contain the question/request for additional documents sent by the Public Procurement Commission, entered in the text-box form.

3. Once you upload the answer, you should click on the “Submit” button, and the ESPP will automatically send an e-mail message, together with the uploaded answer, to the Public Procurement Commission that an answer has been provided to the question posed. Several documents can be uploaded by clicking on the “Upload File” button.

**Note:** All registered and active users within the economic operator can see the question posed in the tender evaluation phase and give an answer thereto.

18. How to participate in an electronic auction in a procedure in which the lowest price is applied as a contract award criterion?

Following the expiry of the deadline for submission of tenders, the Public Procurement Commission carries out a public opening and an evaluation process for the initially submitted tenders. Once the evaluation process, i.e. the pre-qualification of tenderers to participate in the e-auction, is completed, the Commission defines the auction parameters and sends an invitation for participation in the auction in the ESPP mailbox of all eligible tenderers to participate in the auction, a moment when the procedure gets the status “E-auction pending”. **Invitation for participation in the e-auction is sent in the mailbox of the person having submitted the tender.** In case of a direct auction, i.e. at the procedures being carried out in a paper-based form in the first phase, the Commission invites the person
indicated in the tender as a contact person at the auction. The e-auction invitation contains information on the auction details, as well as information on the initial price and the tenderer's ranking.

At the same time, as regards procedures being carried out fully electronically, the system automatically sends an e-mail message in the mailbox of the tenderers the tenders of which were rejected from further participation in the procedure, containing the reasons for such rejection, which reason have been previously indicated by the Commission in the process of evaluation of the initial tenders.

Up to the moment the auction begins, the Commission can change the defined auction parameters, whereby when any change to the parameters is made (for instance, change in the date the auction commences, minimum and maximum difference in offered prices), the ESPP automatically sends a new notification to all eligible tenderers on the changes made.

**Note:** Each change in the parameters extends the commencement of the e-auction for additional 2 days, i.e. 48 hours. The electronic reverse auction may start no sooner than two days following the date on which the invitations to participate in the electronic auction are sent.

In addition, with respect to paper-based procedures, with e-auctions as a final phase, the Commission can cancel the scheduled auction (most often due to technical omissions by the
Commission when scheduling the auction) up to the moment the auction commences, and all invited tenderers will be sent a notification therefore in their mailbox.

As regards a procedure carried out electronically, should the Commission cancel the already scheduled auction, i.e. return the procedure in the evaluation process, the already invited tenderers will be sent a notification in the mailbox informing them thereof.

Should an auction be cancelled by the contracting authority, it does not mean that no e-auction will be carried out for the concerned procedure, but it rather means rather that it will be additionally scheduled (should at least two acceptable tenders be submitted), and you will be sent a new invitation to participate if your tender is acceptable.

From the moment of sending the invitation to participate in the e-auction by the moment the a-auction commences, the procedure is displayed in the “Participate in E-Auction” menu item in the “Scheduled E-Auctions” tab, but only on the screen of the eligible tenderers invited to the concerned auction.

This tab allows only for reviewing the general details of all auctions which the concerned tenderer is invited to and which are to be commenced. You can search through the scheduled auctions by different parameters through the “Search” option.

Prior to the commencement of the e-auction, i.e. the day it is to be carried out, the ESPP sends an e-mail message to the ESPP mailbox and the e-mail address, a remainder to all the participants in the auction.
Following the commencement of the auction, you should log in to the ESPP, select the “Participate in E-Auction” menu item and click on the “Auctions in Progress” tab, when all commenced auctions are displayed.

After selecting the respective auction you want to participate in, a panel opens to view and reduce the price, while all other auctions in progress are shown on the left-hand side.

**Note:** Should you encounter a problem with the display of the auction and you use Internet Explorer, it is necessary to REMOVE the ESPP address (e-nabavki.gov.mk) from the Compatibility View Settings list, as described in Chapter 2 of this Manual.

**Note:** In case of a procurement dividable into lots, e-auction for each lot is carried out separately. E-auctions are carried out for as many lots as there are within the subject-matter of the procurement for which the requirements for carrying out an e-auction are fulfilled.
In order to participate in a specific auction, after clicking on the procedure in the list, following panels open:

1. **Auction Ranking List** – placing of new prices, as well as your current ranking, are shown in this panel, whereby the identity of the other participants in the auction is undisclosed to both you and the Commission. The ranking list changes at the submission of each new price.

2. **Current Status of the E-Auction** – all auction parameters are shown in this panel and a new price, lower than the last placed price (reduced at least by the minimum difference and at the most by the maximum difference of the offered prices), is placed.

As per the latest re-designed e-auction section, when placing a new price, you can copy the next possible lowest price and the next possible highest price by clicking on “Copy Price”. These prices are proposed by the ESPP on the basis of the minimum and the maximum difference in prices placed by the contracting authority.

After you place a new price, your ranking changes in the table in the “Auction Ranking List” panel and you appear on the top position, whereby the identity of the other participants in the auction still remains, i.e. throughout the whole auction, undisclosed. At the moment when another participant in the auction places a new lower price, the data in this panel are automatically refreshed and the ranking list is accordingly changed.

3. In order to participate in the auction, you have to fill in the empty field “Place New Price” and then click on the “Submit” button.

4. **Server Time of the Auction** – when participating in the auction, always take into account the server time and observe the displayed remaining time for placing a new price.

For the purpose of better reference to the changes occurring in the course of the auction, especially if you participate in several auctions at the same time, the system sends a red alert about the concerned auction upon each newly placed price.

**Note:** The system automatically refreshes the list and will not allow you to place a price already placed by another tenderer.
Note: Should there be several registered users within one economic operator, only the user being the first to place a new – reduced price can continue reducing it at the auction, while the other users can simultaneously view the auction (logged in with their usernames and passwords), however, they cannot reduce the price.

Note: When scheduling an e-auction, the contracting authority sets the minimum and the maximum reduction thresholds as parameters to be used by the economic operators when placing new reduced prices. Should the current price at the auction be equal to or lower than these thresholds, such thresholds cease to be valid and the participants can reduce the price below the previously set thresholds. In such case, a notification will appear in the user’s current status of the e-auction that the price can be reduced below the set thresholds, rather than the option to copy the next possible lowest price and the next possible highest price. This functionality of the electronic system provides for equal treatment of the tenderers in the case when they want to place a price below the set thresholds.

Following the expiry of the deadline for placing of reduced prices at the auction, i.e. should there be no additional price reductions in the last 3 minutes of the auction, all participants in the auction receive an automatically generated e-mail message, informing them that the auction is closed, as well as containing the data on the tenderer having placed the lowest price during the auction and the last placed price, when the lowest price is the contract award criterion.

Example of an e-mail message containing the information on the tenderer having placed the lowest price at the auction

At the moment the e-auction is completed, information is also published on the Home Page of the ESPP, in the “Latest Award Decisions“ menu item, with the same contents as in the e-mail message sent to the tenderer having placed the lowest price in the course of the auction.
Note: The final contract award decision as regards the winning tenderer or the final decision on cancellation of the procedure is adopted by the responsible person at the contracting authority, and you will be additionally informed thereof by an e-mail message sent by the Public Procurement Commission.

Should the auction be carried out as a final phase of a paper-based procedure, you will receive the notification, together with the adopted decision, in a paper-based form.

Rules and instructions regarding the e-auction carried out as an additional phase in procedure in which the lowest price is applied as a contract award criterion:

- The ESPP always automatically sets the lowest price from among all initial prices, being previously evaluated and accepted to participate in the e-auction, as the initial price at the e-auction.

- An unlimited number of new (lower) prices can be placed during the period of conducting the e-auction, i.e. you can reduce the price to Denar 0.01 as the lowest price to be obtained at an e-auction.

- Should any of the participants in the auction place a new reduced price in the last 3 minutes of the auction, the system will automatically extend the duration of the auction by additional 3 minutes. Such automatic extensions of the auction duration are repeated as many times as there are new reduced prices placed in the last 3 minutes of the auction.

19. How to participate in an electronic auction in a procedure in which the economically most advantageous tender is applied as a contract award criterion?

The Electronic System for Public Procurement also allows conducting an e-auction in procedures in which the economically most advantageous tender is applied as a contract award criterion. This means that the e-auction can be applied at ALL procedures, except for the contract award procedures for procurement of certain types of services or works the subject-matter of which is an intellectual service, such as design and similar services, as well as in cases in which, due to the specificity of the subject-matter of the public contract, it is not feasible to carry out an e-auction. Manner of participation in an e-auction as an
additional phase in a procedure in which the economically most advantageous tender is applied as a contract award criterion is described below.

As regards the procedure in which the economically most advantageous tender is applied as a contract award criterion, once the evaluation process, i.e. the pre-qualification of tenderers to participate in the e-auction, is completed, the Commission defines the auction parameters and sends an invitation for participation in the auction to all eligible tenderers in their ESPP mailbox. It is at that moment that the procedure gets the status “E-auction pending”. Invitation for participation in the e-auction contains information on the auction details, as well as information on the initially awarded weightings for all elements of the “economically most advantageous tender” criterion and the initial ranking of the tenderer according to the total number of initially awarded weightings:

Up to the moment the e-auction commences, all possibilities offered by the system (notifications to rejected tenderers, notifications to invited economic operators when parameters are changed or the scheduled auction is cancelled, etc.) are the same as described in the previous Chapter – the lowest price being the contract award criterion therein.

From the moment of sending the invitation to participate in the e-auction by the moment the a-auction commences, the procedure is displayed in the “Participate in E-Auction” menu item in the “Scheduled E-Auctions” tab, but only on the screen of the eligible tenderers invited to the concerned auction.

Following the commencement of the auction, you should log in to the ESPP, select the “Participate in E-Auction” menu item and click on the “Auctions in Progress” tab, when all commenced auctions are displayed.

Note: In case of a procurement divisible into lots, e-auction for each lot is carried out separately. E-auctions are carried out for as many lots as there are within the subject-matter of the procurement for which the requirements for carrying out an e-auction are fulfilled.
After selecting the respective auction you want to participate in, a panel opens to view and reduce the price, while all other auctions in progress are shown on the left-hand side.

**Note:** Should you encounter a problem with the display of the auctions and you use Internet Explorer, it is necessary to **REMOVE** the ESPP address (e-nabavki.gov.mk) from the Compatibility View Settings list.

In order to participate in a specific auction, after clicking on the procedure in the list, following panels open:

1. **Auction Ranking List** – placing of new prices, as well as your current ranking, are shown in this panel, whereby the identity of the other participants in the auction is undisclosed to both you and the Commission. The ranking list changes at the submission of each new price, while the ranking is made automatically according to the total weightings.

2. **Current Status of the E-Auction** – all auction parameters are shown in this panel and a new price, lower than the initial/last placed price (reduced at least by the minimum difference and at the most by the maximum difference of the offered prices), is placed.

As per the latest re-designed e-auction section, when placing a new price, you can copy the next possible lowest price and the next possible highest price by clicking on “**Copy Price**”. These prices are proposed by the ESPP on the basis of the minimum and the maximum difference in prices placed by the contracting authority.

In addition, if, in the course of the auction, you are not ranked as 1st, the system offers you the price you are to place so as to be ranked 1st.

3. In order to participate in the auction, you have to fill in the empty field “Place New Price” and then click on the “Submit” button. The new placed price can be lower than the next possible highest price, but it cannot be lower than the next possible highest price attained as a difference between the last placed price and the maximum difference in the offered prices.
When each new price is placed, the ranking list of tenderers is automatically changed and refreshed (data displayed in this panel are automatically refreshed each 3 seconds). Participants in the e-auction are ranked on the basis of the total number of weightings, which the system automatically calculates by adding the initially awarded weightings to the newly calculated weightings for the newly placed prices.

Weightings for the elements of “the economically most advantageous tender” criterion are also shown when the contract award criterion is the economically most advantageous tender.

Server Time of the Auction – when participating in the auction, always take into account the server time and observe the displayed remaining time for placing a new price.

For the purpose of better reference to the changes occurring in the course of the auction, especially if you participate in several auctions at the same time, the system sends a red alert about the concerned auction upon each newly placed price.

Note: Should there be several registered users within one economic operator, only the user being the first to place a new – reduced price can continue reducing it at the auction, while the other users can simultaneously view the auction (logged in with their usernames and passwords), however, they cannot reduce the price.

Note: When scheduling an e-auction, the contracting authority sets the minimum and the maximum reduction thresholds as parameters to be used by the economic operators when placing new reduced prices. Should the current price at the auction be equal to or lower than these thresholds, such thresholds cease to be valid and the participants can reduce the price below the previously set thresholds. This functionality of the electronic system provides for equal treatment of the tenderers in the case when they want to place a price below the set minimum threshold.

Note: When participating in the auction, always take into account the server time and observe the displayed remaining time for placing a new price.

Following the expiry of the deadline for placing reduced prices at the auction, i.e. at the moment the e-auction is completed, information is published on the Home Page of the ESPP, in the “Latest Award Decisions” menu item on the tenderer having offered the most advantageous tender. Text that the final decision on the selectin of the winning tenderer will be adopted by the responsible person is also published with this information.
The same text is automatically sent to all participants in this auction by an e-mail message in the mailbox, containing the following text:

Note: The final contract award decision as regards the winning tenderer or the final decision on cancellation of the procedure is adopted by the responsible person at the contracting authority, and you will be additionally informed thereof by an e-mail message sent by the Public Procurement Commission.

Should the auction be carried out as a final phase of a paper-based procedure, you will receive the notification, together with the adopted decision, in a paper-based form.

Rules and instructions regarding the e-auction carried out as an additional phase in procedure in which the economically most advantageous tender is applied as a contract award criterion:

✓ In the course of the e-auction carried out as final phase in a procedure in which the economically most advantageous tender is applied as a contract award criterion, each tenderer reduces its initially offered price, i.e. the initial price at the auction is different for each tenderer.

✓ An unlimited number of new (lower) prices can be placed during the period of conducting the e-auction, i.e. you can reduce the price to Denar 0.01 as the lowest price to be obtained at an e-auction.

✓ Should any of the participants in the auction place a new reduced price in the last 3 minutes of the auction, the system will automatically extend the duration of the auction by additional 3 minutes. Such automatic extensions of the auction duration are repeated as many times as there are new reduced prices placed in the last 3 minutes of the auction.

20. How to submit a final price in a procedure when there is only one tender or only one acceptable tender submitted?

Following the expiry of the deadline for submission of tenders, the Public Procurement Commission carries out a public opening and an evaluation process for the initially submitted tenders. Should there be only one tender or only one acceptable tender submitted in the concerned procedure, after the evaluation process is completed, the
Commission invites the only tenderer to submit a final price through the system. The invitation is sent through the ESPP to the e-mail address/ESPP mailbox of the qualified tenderer. It is at that moment that the procedure obtains the status “Submission of final price pending”.

Invitation for submission of final price contains information and details on the submission of final price:

Submission of the final price can commence two days at the earliest from the date on which the invitation is sent in the ESPP mailbox.

Up to the moment the submission commences, the Commission can return the procedure in the evaluation phase or cancel the submission of the final price and re-schedule it. In such case, the system sends a message to the invited tenderer that the scheduled submission is cancelled, i.e. in case of e-procurement procedure, that the procedure is returned in the evaluation phase.

In case the contracting authority changes the parameters for submission of the final price, the ESPP automatically sends a new message on the changed parameters to the tenderer.

Note: Each change in the parameters extends the commencement of the submission of final price for additional 2 days, i.e. 48 hours.

Following the commencement of the final price submission, you log in to the ESPP and click on the “Submit Final Price” menu item, when a table of procedures, you are invited to submit a final price for, opens. Link to the procedure appears in the table within this menu item, in the period from sending the invitation to submit a final price and during the submission itself.

Note: In case of a procurement procedure dividable into lots, submission of the final price is carried out separately for each lot for which one acceptable tender is submitted.

In order to submit a final price you click on the ➔ arrow so as to select the concerned procedure in the table and the “Submit Final Price” web form opens.
1. Place new price – all parameters related to the submission of the final price are shown in this section (date/hour of commencement/completion of the submission, remaining time to place a new reduced price and the initially submitted price).

2. Submission the final price is completed at the moment of placing the new reduced price through the “Place new price” field or should the time set by the contracting authority expires.

The moment the submission is completed, an information on the newly submitted price is published on the Home Page of the ESP in “Latest Award Decisions” menu item. Should the submission of the final price be completed without having a new reduced price being placed, information is published on the Home Page, containing the initial (not reduced) price and the name of the tenderer being invited to submit a final price.

**Note:** The final contract award decision as regards the winning tenderer or the final decision on cancellation of the procedure is adopted by the responsible person at the contracting authority, and you will be additionally informed thereof by an e-mail message sent by the Public Procurement Commission.

Should the submission of a final price be carried out as a final phase of a paper-based procedure, you will receive the notification, together with the adopted decision, in a paper-based form.
21. How to get informed about the decisions on contract award or cancellation of a procedure carried out electronically?

Final decision on selection of the winning tenderer or on cancellation of the procedure carried out electronically is adopted by the responsible person at the contracting authority. After the decision is adopted, the Public Procurement Commission sends notification on the adopted decision to all participants in the procedure in question. If you have participated in the respective procedure, you will receive an e-mail message in your ESPP mailbox with a notification on the adopted decision and documents attached therein (decision, contract award notice/notification on concluded framework agreement or notice on cancellation of the contract award procedure).

Same information is published on the Home Page of the ESPP at the same time, as well as in the “e-Procurement” navigation menu, in particular in the table which opens when clicking on the “Latest Award Decisions” menu item.

22. What does negative reference mean and where is it published?

Negative reference is a prohibition for those tenderers which will be issued one on the basis of legally prescribed terms and conditions to participate in all procedures.

Negative reference is issued in the course of the procedure or in the course of public contract execution. Terms and conditions for issuance of a negative reference as regards
both cases are stipulated by law and the contracting authority may not go beyond such terms and conditions. Negative reference is published on the ESPP and it is also displayed in the list of economic operators being issued a negative reference, available through the “Negative References” menu item on the Home Page of the ESPP.

Should the contracting authority create and publish a negative reference, the economic operator being published a negative reference is being sent a notification thereof in the ESPP mailbox, which contains information on the reasons for publishing the negative reference, the date of publishing the negative reference, as well as the contracting authority having published the negative reference.

**23. How to change my personal data?**

In order to update your personal data, you should log in to the system, select the “My Profile” navigation menu and click on the “**Personal Data**” menu item, when a panel opens containing all data for your user profile, where you can update your personal data.

1. Username, as well as the ID number (13 digits), are the data you cannot change. Other data (name, surname, telephone and e-mail) can be changed, whereby, when making any changes to the data, you are to click on the “Save” button so as for the changes to be saved on the ESPP. At the same time, the system will send an automatic notification to your e-mail address on the change made.
You can change the password automatically generated by the ESPP through the “Personal data” panel by clicking on the “Change Password” button, whereby it is mandatory for the new password to consist of at least 8 characters and to also contain letters (at least one capital letter), numbers and/or special characters. Should you change the password, the system will send an automatic notification to your e-mail address, with a message subject: "Your password has been changed".

24. Where to turn to for assistance when using the ESPP?

Should you encounter any technical problems or dilemmas when using the ESPP in terms of the manner of its use, there are three levels of support and assistance available.

First Level – the Manual intended for economic operators, containing detailed instructions to assist you in overcoming all dilemmas regarding the use of the ESPP, as well as the brochure General and Technical Recommendations on Using the ESPP.

Second Level – support and assistance are provided by the contracting authority that carries out the contract award procedure. In order to be provided the necessary assistance, you can contact the contact persons with the contracting authority either by phone or by sending an e-mail.

Should the contracting authority not be able to provide the answer to your question and resolve the problem, the question is forwarded to the third level of support and assistance, that being the trained user support team (general administrator of the system from the Public Procurement Bureau and other experts).
25. General recommendations on the manner of using the ESPP

**Recommendation 1** Taking into account the fact that the Electronic System for Public Procurement automatically sends notification to your e-mail address, entered when registering, for each action undertaken through the system, it is recommendable to add the system web location (https://e-nabavki.gov.mk) to the list of your trusted sites. Once you open your Internet browser, you can find this option in “Tools”, “Internet Options”, “Security” tab.

In addition, it is also recommendable to adequately set you e-mail application (Microsoft Outlook, Outlook Express, Mozilla Thunderbird, IBM Lotus Notes, etc.), so as to avoid receiving messages e-mailed by the ESPP in the “Junk E-Mail”. For the purpose of more reliable delivery of messages from the ESPP to your e-mail address, it is recommendable to set rules on receiving the messages send from the ESPP addresses. It is also necessary to frequently check the Junk or the Spam folders.

In order to ensure security in receiving the messages, the ESPP offers the Mailbox option (explained in more details in Chapter 27). The Bureau is responsible only for the sent/received messages in the ESPP mailbox!

**Recommendation 2** For the purpose of avoiding any possible technical problems, prior to logging in to the ESPP, i.e. prior to undertaking any action on the system (submission of a tender, participation in an auction, posing a question, etc.), it is recommendable to delete the browsing history.

Should you use Internet Explorer, you can find this option as follows: Tools ➤ Internet Options ➤ Delete browsing history on exit ➤ Delete;
Should you use Mozilla Firefox, you can find this option as follows: Tools ➤ History ➤ Clear Recent History ➤ Clear Now;
Should you use Google Chrome, you can find this option as follows: Tools ➤ History and recent tabs ➤ History ➤ Clear browsing data.
**Recommendation 3**  When submitting tenders/requests to participate via the system, it is recommendable to observe the deadline for submission set in the contract notice, since in case of late submission, your tender/request to participate will not be accept in the system. To avoid situations like this, it is recommendable the tender/request to participate to be submitted on time, i.e. certain period prior to the expiry of the deadline for submission of tenders/requests to participate. When submitting the tender, as well as when participating in an auction/submitting a final price – observe the server time on the ESPP.

**Recommendation 4**  For the purpose of easier navigation through the ESPP, we recommend to follow the instructions below:

- whenever you log in to the system, search for the action you want to undertake (by selecting the proper menu item) in the navigation menu on the left-hand pane;

- in order to undertake an action for the respective procedure, either select the link in the “Action” column or click on the ➔ arrow for the respective procedure.

**Recommendation 5**  Should the economic operator have only one user registered, it is recommendable neither to log in nor to undertake any action on the system by using the same username and password simultaneously from multiple computers or browsers. The system offers the possibility for several users within a single economic operator to be registered (see details in Chapter 4 above).

Additional information on the general recommendations for using the ESPP, as well as the digital signature on documents can be found in the “General and Technical Recommendations on Using the Electronic System for Public Procurement for Economic Operators and Contracting Authorities”, published on the Home Page of the ESPP in the “Documents” section on the right-hand pane.

### 26. Most frequent problems the users encounters and the manner of reporting them

**What is a technical error and what are technical problems on the ESPP:**

- **Technical error at the application user** – it is an error made by the user due to improper use of the ESPP application or other technical problem with its IT system, whereby the responsibility for the error made rests with the user itself;

- **Technical problem or system crash** - it is a problem encountered by the Electronic System for Public Procurement due to a technical error or system crash, i.e. inaccessibility thereto, whereby the ESPP administrator provides detailed recommendations on the manner of acting and overcoming the error when using the ESPP in all cases when possible.
Manner of reporting technical problems on the ESPP

Public Procurement Bureau has prepared Manual on Acting by the Administrator of the Electronic System for Public Procurement in case of technical error or crash, i.e. system inaccessibility. As per this Manual, manner of reporting and resolving technical problems is as follows:

✓ contracting authority encountering a technical problem or crash, i.e. ESPP inaccessibility, reports such instance in writing or through an official e-mail address to the Public Procurement Bureau as soon as possible, however, not later than three days from the day the technical problem occurred.

✓ The administrator performs an initial checking to determine whether the error is with the user or whether it is a technical error on the ESPP. Should it be determined that the problem has occurred due to user’s error, the ESPP administrator informs the user thereof, thus the reported problem is deemed resolved. Should it be determined that it is a matter of a potential technical problem on the ESPP or should it be not at all possible to determine the reason for the reported problem, the ESPP administrator carries out a detailed analysis in line with this Manual. The ESPP administrator contacts the contracting authority carrying out the procedure as soon as possible and informs it to undertake no further actions.

✓ Following the detailed analysis, depending on the nature of the reported problem (explained in details in the Manual on Acting by the Administrator of the Electronic System for Public Procurement in case of a technical error or crash – published on bjn.gov.mk), the ESPP administrator informs both the user and the contracting authority of the nature of the technical problem and the actions undertaken so as to resolve it.

Most frequent problems the economic operators encounter when using the ESPP

1 You cannot download the tender documentation (and alike documents that are to be downloaded from the system) – should no change appear when you click on the icon before the document in the section for downloading the tender documentation on the Home Page (not being logged in), it is necessary to check whether the Pop up blocker option in the browser you use is unchecked (see Chapter 6 for details).

2 Failure to log in to the system (invalid username or password)

- To successfully log in to the ESPP, it is important for both the username and the password to be correctly entered, and the user to have the “Active” status. On the contrary, the following message appears “Invalid username and password“. Should you copy the username and the password, attention should be paid not to copy the empty space before and after the characters used.
- In case of a forgotten password, use the forgotten password option – to successfully change the password, it is important to click on the confirmation link and to enter and confirm the new password (see Chapter 7 for details).

3 You cannot pose questions for a specific procedure prior to the public opening

- In order to pose questions about a certain procedure prior to the public opening, it is necessary to have downloaded the tender documentation for the concerned procedure and to adhere to the deadline for posing the questions (see Chapter 10 for details).

27. Mailbox

1 All users registered on the system have their mailbox available, which opens when clicking on the \[ \text{icon} \] in the upper right-hand angle at all logged in users. Unread messages are marked with a number on the very icon so as for the users to be aware of their unread mail at all times.

2 After selecting the Mailbox option, a tables opens, showing all sent and received messages through the system, regardless of whether automatically generated by the system or composed by the user. In order to view the messages, the user has to select the type of messages he/she wants to view (“Sent Messages” or “Received Messages”).
For the purpose of easier searching through the messages, Search option is introduced with the most important types of messages. By selecting the type of message and clicking on the “Search” button, all messages of the selected type are displayed. In addition to the information on the type of message, there is a column showing the name of the contracting authority.

For the purpose of better reference and reducing the number of messages that you receive in the mailbox, single message is introduced for a certain type of messages (for instance, information on newly published contract notices), i.e. all messages on contract notices the user is to receive are sent as a single message at the end of the day.

**Note:** Search options in the mailbox were introduced on 1st June 2014, hence older messages are found in the “All” category.

Purpose of introducing the “Mailbox” functionality is to avoid the risk of receiving part of the electronic notifications, sent by the ESPP, in the “Junk E-Mail” or having the user not receive them at all on the registered e-mail address. The mailbox can also serve as a notice board, hence the e-mail messages are deemed to be duly and successfully delivered when shown in the mailbox, regardless of whether such message is also delivered to the registered e-mail address.

**Note:** The Bureau bears the responsibility for the sent/received messages in the ESPP mailbox only!
## Appendix 1 – Pro-Forma Invoice for Annual Subscription

![Pro-Forma Invoice](image)

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Quantity</th>
<th>Amount</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Annual subscription (three categories included)</td>
<td>1</td>
<td>200 eur</td>
<td>200 eur</td>
</tr>
</tbody>
</table>

**TOTAL AMOUNT:** 200 eur.

**Terms:** Payment within 3 days after the reception of the pro-forma invoice.

**Note:** Bank fees are not included in the total amount. It is necessary to pay the total amount for activation of the profile.

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Investor: [Signature]

Date: [Date of Issuance]

Director: [Signature]

![ Uncomment the above line if the signature is present in the document. ]