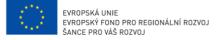
# National Electronic Tool (NEN)

**Manual for suppliers** 





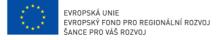




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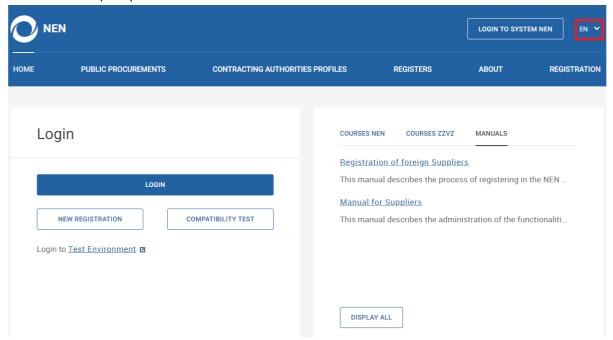




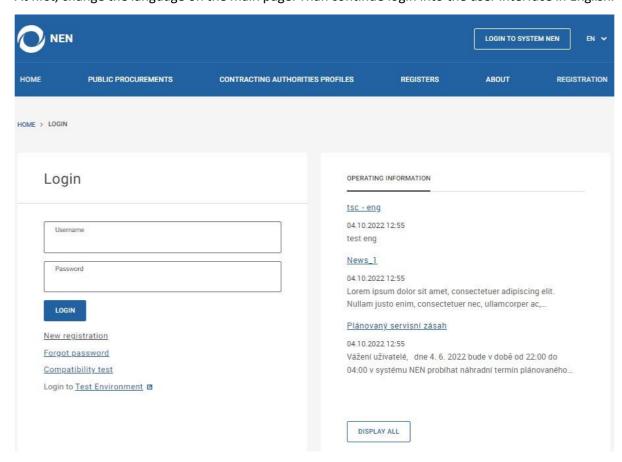


## 1. Basic information for use of interface for suppliers

The purpose of this document is to introduce basic functionalities for suppliers under the National Electronic Tool (NEN).



At first, change the language on the main page. Than continue login into the user interface in English.











# 1.1 Supported web browsers

It is recommend to install the Chrome browser for macOS users. In the Safari browser, electronic encryption and electronic signing are not supported yet.

## 1.2 CRYPTO NATIVE APP AND CRYPTO WEB EXTENSION

To create an electronic signature in NEN, you need to install a Web browser extension and Crypto native APP. Available at <a href="https://download.tescosw.cz/crypto/">https://download.tescosw.cz/crypto/</a>. In general, it is not necessary to work with electronic signatures in NEN any more. But it could be required directly by contracting authority.

After logging into the system, applications are available under the "Signing and Encryption Add-ons" button at the bottom of the screen. Detailed information is displayed on the page after choosing the button.



## 1.3 Homepage of the New Supplier's environment

After logging in to the system, you will see the following welcome screen, which is divided into the following basic blocks:

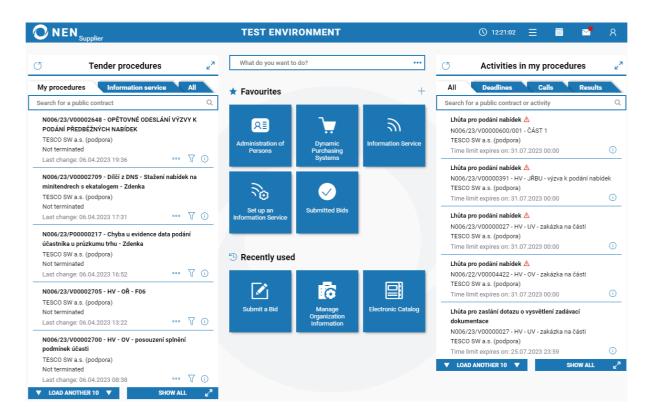
- **Dashboard** contains user setting icons and, in particular, an icon for opening the internal communication in the system.
- Supplier operations and Entity settings a complete list of suppliers' options in the system.
- **Favorites** here, it is possible for a user to place any number of tiles that make up the task.
- Tender procedures contains three tabs from which a list of tender procedures can be accessed
- Activities in my tender procedures includes publications and other information of "My procedures"
- Recently used here are the last three used tiles that are not currently set as "favorites"











Tiles represent all the available operations of a user. The list of displayed tiles depends on active user roles.

#### 1.3.1 MAIN NEN PANEL

Icon	Meaning of icon
<b>O</b> NEN	Return to the NEN homepage from anywhere in the system. Upon return, windows will not close. You can also roll back through the active window switch icon.
=2	Switch between minimized background windows. The red circle indicates the current number of open windows in the background. Click the icon to set a desired window.
曲	Calendar: this shows the time limits for submitting bids and other important time limits. In the calendar, there are all the important notifications for "My procedures".
<b>*</b>	Internal communication in the NEN system. If you have received a new message, a red dot appears within the icon.
Я	Clicking on this icon allows a user to view personal settings or log out of the system.

## 1.3.2 NAVIGATION BAR

Navigation bar is displayed under the main panel when any form is open. It shows a path of the forms a user has accessed to get the currently displayed form. Clicking any previous item in the path, except the icon of "House", moves the user to the selected form and closes all of the following forms.



Clicking on the "House" icon means a return to the home screen. Any open form is minimized in the background and can be reopened later through the minimized form icon. The "Cross" icon closes the current form and returns to the previous form or home screen.









# 1.3.3 Meaning of system Icons

Icon	Meaning of icon
O	Updates the currently open form.
1	Makes the form editable, editing can also be started by clicking on the form.
SAVE	Saves the changes made to the currently open form.
A DISCARD CHANGES	Removes the currently executed and unsaved changes in the currently open form.
7	This icon will display a search option.
(i)	This icon displays detailed information about the relevant record, where it is located, or it could link to another location within the system.
$\Phi$	Icon to download a file from the system.
000	The Quick Response button shows possible options for the appropriate record, such as bid, delete, etc.
:	Filtering icon for a given column.
	Print the table
↑ ▼	Export the table to the selected format





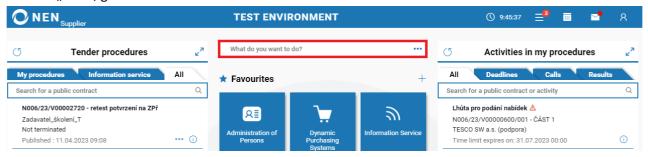




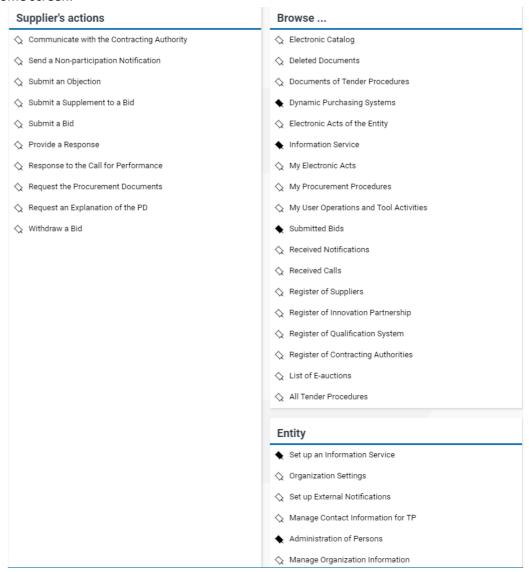
## 1.3.4 OPERATIONS OF SUPPLIER AND ENTITY MANAGEMENT

The red marked box serves to search for possible operations (hereinafter as "tiles") in the system. It searches in a full-text name of a tile, the search box responds online, meaning the tiles starting with a given letter/letters are being displayed.

Clicking on the three dots within the search field shows all available tiles in the form of a list, with the option to switch and show them as tiles. All the available tiles can also be viewed through clicking on the "Plus", green-framed below.



The following figure presents a list of all NEN supplier tiles. Click the icon to place your favorites on the home screen.





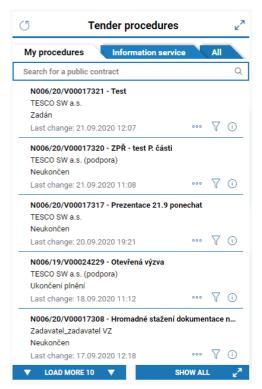






## 1.3.5 TENDER PROCEDURES

On the home screen (after logging in), tender procedures are sorted into three tabs and it is possible to switch between them. The system is significantly geared to working with "My procedures", for which the system displays time limits, received notifications, etc. The list of tender procedures is always displayed in the preview screen from the most up-to-date records. You can always see a full list of assignments from any bookmark.



#### My procedures

This tab contains the tender procedures under which the supplier was invited to participate, to which the supplier participates (eg bids), didsome direct action (eg filed a request for explanation of the procurement documents, or added it manually.

#### Information service

Shows the tender procedures that match the information service policy settings.

#### ΑII

It includes all the initiated and terminated tender procedures in the NEN system that suppliers can see.

To search for tender procedures, use the field "Search for a public contract". It is a fulltext search and it works with (I.) the NEN system number, (II.) Name of the tender procedure, (III.) Name of the contracting authority.

The following table explains the meaning of the icons on the list of tender procedures on the home screen.

Icon	Meaning of icon
7	Filter activities by tender procedure - when this filter is selected, the activities in the left part of the home screen, within "All" tab, are shown for the specific tender only.
(i)	Detail of record - displays the details of the relevant tender procedure from which suppliers' operations can be performed. In general, the icon will always display detailed information about a record.
▼ LOAD MORE 10 ▼	Retrieves ten more records in order, always loads from the currently opened bookmark.
SHOW ALL $ u^{7}$	Viewing a full list of tender procedures from a bookmark in a new active window.
<b>∠</b> <sup>7</sup>	Viewing a full list of tender procedures from a bookmark in a new active window.









## 1.3.6 ACTIVITIES IN MY PROCEDURES

On the right-hand side of the home screen, see "Activities in my procedures," in this section it is possible to find all the publications and other structured information in relation to "My procedures", only.



#### ΑII

In this tab, all publications on tender procedures, key time limits, and received calls are to be found.

#### **Deadlines**

Only time limits are shown in this tab, the sooner a time limit expires, the higher it is shown in the list.

#### Calls

Here, for example, you can find a call for a submission of a bid sent by a contracting authority, etc.

## Results

Here it is possible to find information on the outcome of awarded procedures after it has been published by a contracting authority.

To search for certain Activities within "My procedures", a full-text search field "Search for a public contract or activity" is available on the home screen, it searches by (I.) the NEN System Number, (II.) Name of the tender procedure, (III.) Name of a the contracting authority (IV.) Name of activity.



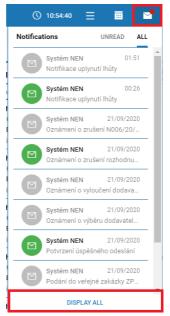






#### 1.3.7 ELECTRONIC COMMUNICATION IN NEN

Communication between suppliers and contracting authorities in relation to a tender procedure is made primarily through the NEN internal mailbox. The NEN internal mailbox is assigned to each entity by the NEN operator when registering the entity and it serves for communication within the system, only.



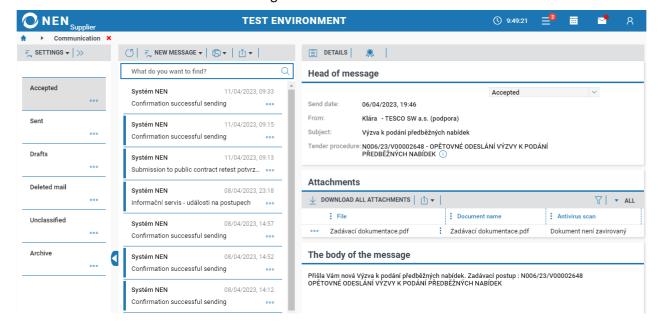
The internal NEN mailbox allows for the creation, sending, receiving, storing and viewing of data messages sent and received within the NEN system. It could be used, for example, in a situation where the contracting authority asks for explanations or documents.

Do not submit a bid through the internal mailbox, or request an explanation of procurement documents – these operations are available within the details of a tender procedure, under "Operation of the supplier".

To view the entire content of a message, click on the message preview. Unread messages are highlighted in green, it changes after it is read to grey.

To access the internal mailbox, click the "Display All" button in the messages preview tab. You'll see the following "Communication" form, which behaves in general as an email client.

The content of the message is broken down into header, attachment, and message body. The header contains IDs and quick response buttons, such as "Answer". Attachments contain enclosed documents within a message, all enclosed documents can be downloaded at once. The body of the message contains a statement from a contracting authority or, if applicable, a user. In NEN, this can be done in a similar way to an e-mail client. When you click on the "Answer" button, all data that the Message Header contains are taken to a new message.











#### New message

<u>Creating a new message can be done from several locations in the NEN system. The form for preparing and sending a data message is always the same</u>. Using the internal mailbox, it is possible to create a new message by choosing the "New message" button. Select "Common" for a nonencrypted message. For an encrypted message, it is necessary to share a certificate with a private key to decrypt a data message, this feature is not commonly used unless it is explicitly required by a contracting authority.



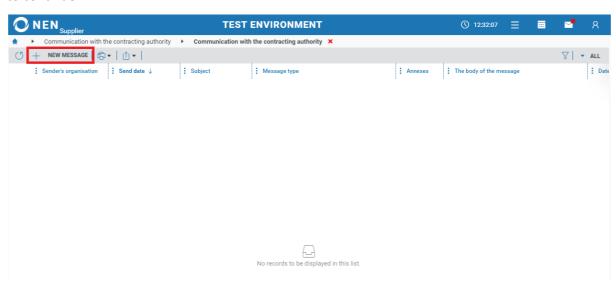


Communication with a contracting authority can be also started via the "Communicate with the contracting authority" tile. In this case, the system will offer a selection of procedures under which a user can send the message. It is recommended to choose this procedure when creating a new message, as the message head (Receipt Identifier, addressee) is pre-filled.

Select the tender procedure. You can use filer (Name of the tender, TED Number etc.).



The form for preparing and sending a new message always looks as follows. Click the button + NEW MESSAGE to continue.



If the message header is not pre-filled, fill in the assignment and the addressee via the "TO" button.

After filling in the required fields and adresee, the "Send" and "Sign and submit" buttons will be active. After sending the message, you will always find it in the "Sent" folder of the internal mailbox.

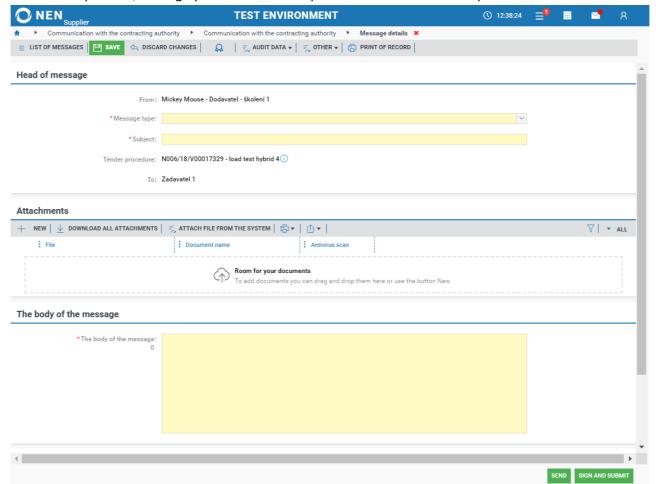








Whenever possible, it is highly recommended to provide a link to the tender procedure.



## Selection of adresee(s)

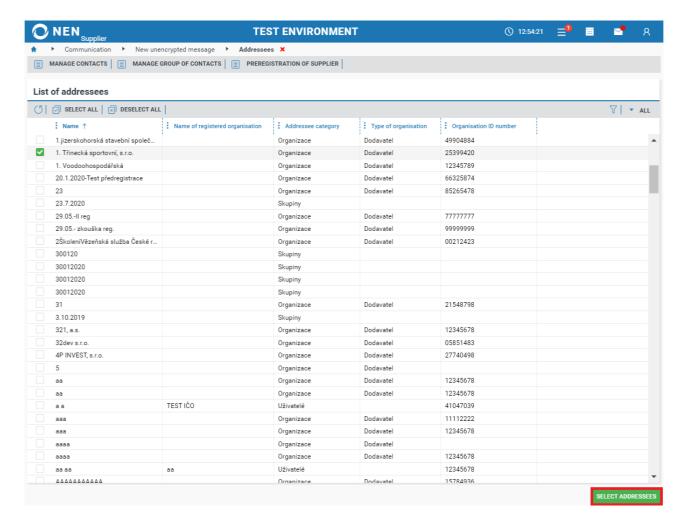
If the system requires manual selection of recipients, it will display the following form by pressing the button, where it is possible to find organizations and, where applicable, people (name and surname). It is necessary to mark the required recipient(s) with the "Green tick" and then choose the "Select addresses" button.



















## 2. DETAILED INFORMATION ABOUT A TENDER PROCEDURE

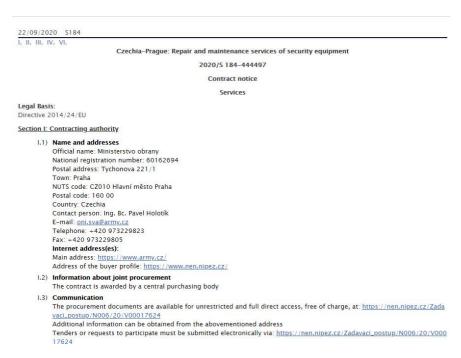
## 2.1 How to find tender procedure

If the contracting authority does not provide the name of the public tender and other information directly in English, the data will always be presented in Czech. Find tender procedure could be tricky for you. On the main page open bookmarks tender procedures – all, click the button Show all. You will see the list of tender procedures which is access to you. Then you need to know the right information to search in each column.



#### 2.1.1 FIND TED EUROPE CONTRACT NOTICE IF IT'S POSSIBLE

Open contract notice and check I.3 Communication. Maybe you can find a direct link to the tender procedure to the contracting authority's profile. If the link is incorrect. Copy specific part of the linc "N006/year/Vxxxxxx" (N006/20/V00017624) to clipboard and paste it to "NEN system number" for selection.



Use the other information from the contract notice for selection in the application, see the next table.







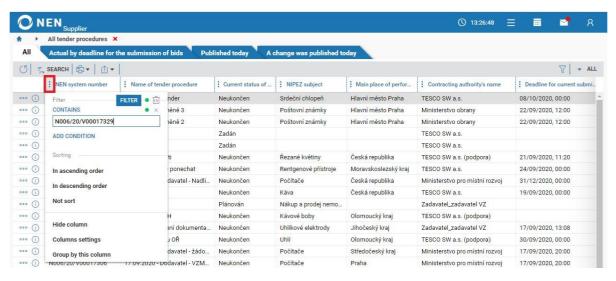


Contract notice terminology	NEN colum name
Official name	contracting's autohority name
National registration number	contracting's autohority organization ID
Nuber under the name of the tender (2020/S 184-44497)	TED registration number
section II.1.1) Title	Name of tender procedure

Note: some columns may be hidden

## 2.1.2 How to select public tender

See the list of tender procedures. Chose the column in which you want to make selection and enter the value you are looking for.



The system return the list of public tenders corresponding to your value in specific column.



Finally, click on the icon to view the detail information of the public tender.





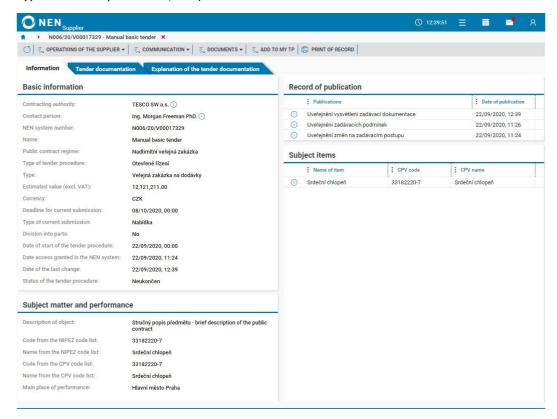






## 2.2 DETAILED INFORMATION ABOUT A PUBLIC TENDER PROCEDURE

Detailed information about a tender procedure can be viewed from many places in the NEN system, eg, from a list of tender procedures, via the icon for viewing detailed record information. The form is divided into bookmarks and the bookmarks are divided into blocks. If there is no information to display within a tab, the tab will not be seen. The detail of a tender procedure is presented in the following figure, the range of information displayed may not always be the same as below (depending on the type of tender procedure, etc.).



#### 2.2.1 FUNCTIONALITY PANEL OF A TENDER PROCEDURE

The functionality panel serves a supplier to operate with a tender procedure. The panel is marked in red in the following figure. The content and function of the panel may be found within tiles as well. The only difference compared to the tile version is the presence of the list on the left where there is an overview of performed or upgraded operations. It is possible to manually add or remove a tender procedure to/from "My procedures".







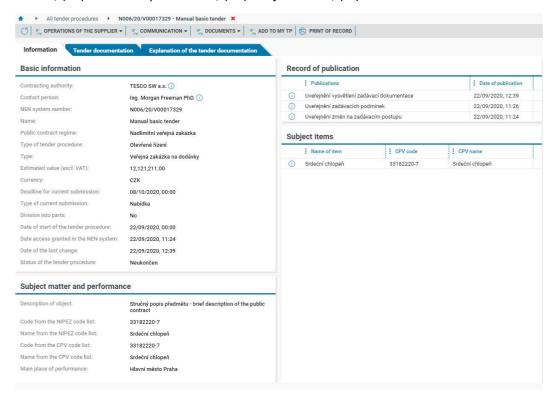




## 2.2.2 Information - Bookmark

The information bookmark of a tender procedure is always displayed. It lists the most important information about a tender procedure, with the possibility to display detailed information about the contracting authority and the contact person for the procedure.

This bookmark is displayed in several blocks, describing: (I.) Basic information (II.) Subject matter and performance, (III.) Record of publication, (IV.) Subject items, (V.) Additional information











## 2.2.3 Tender documentation - bookmark

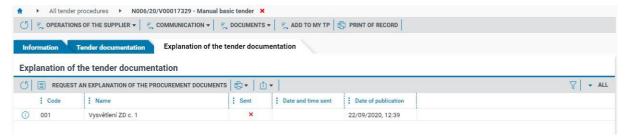
This bookmark is always displayed. It could contain the following blocks: Tender documentation, Other documents. Other documents are displayed only if there are any documents of this kind.

If a supplier requests access to procurement documents or to other documents, these documents will appear in the details of the procurement procedure in the "Other Documents" block. Such a user will be informed via an internal mailbox and an external email notification about being given access. Within all the blocks, there is a bulk download button, the button is available in the toolbar under the appropriate document block. All documents from a block will be downloaded in one ZIP file.

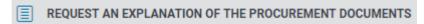


#### 2.2.4 EXPLANATION OF PROCUREMENT DOCUMENTS - BOOKMARK

The bookmark is displayed if at least one explanation of the procurement documents has been published or sent. The explanation is displayed in the figure below. To see the details of the explanation, it is necessary to choose the icon ①.



You can also sent a request for additional information via button





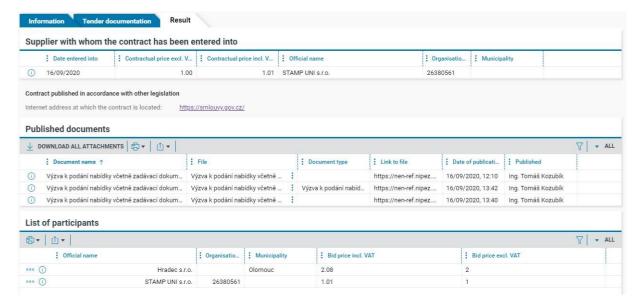






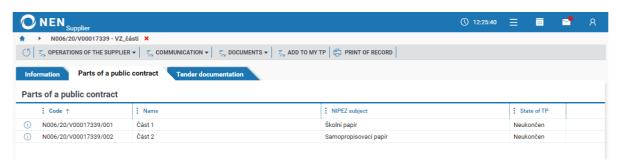
## 2.2.5 RESULT - BOOKMARK

The bookmark is displayed if any relevant information about the result of a tender procedure has been published. It contains the following blocks: (I.) Supplier with whom the contract has been entered into, (II.) Published documents, (III.) Price actually paid in each year of performance. The blocks are not displayed unless it contains any information.



## 2.6 PARTS OF A PUBLIC CONTRACT

The bookmark (Parts of public contract) is displayed when a tender is divided into parts and it shows an overview of individual parts of the tender. It is possible to display detailed record information by choosing the icon ①. The detail of a part consists of the same bookmarks as a tender procedure.











## 3 SUBMISSION OF AN ELECTRONIC BID

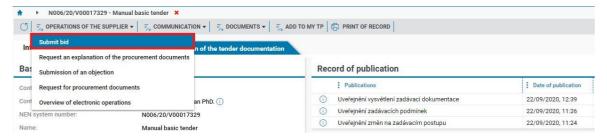
This chapter describes how to submit an electronic bid via the NEN system. The description below applies to other kinds of submissions, for example a pre-bid, a request to participate, a prior interest statement.

To submit an encrypted electronic bid, it is necessary to install the Crypto Native App and Crypto Web Extension add-ons, see chapter 1.2.

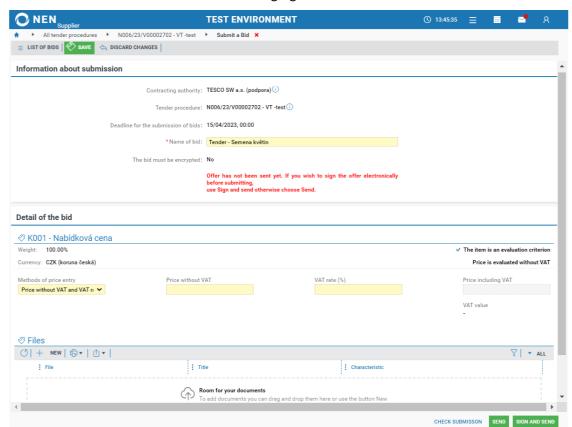
## 3.1 Process of Submission of an electronic bid

The process of the submission of an electronic bid can be initiated from multiple locations in the system.

From the detail of a tender procedure, choose "Operations of the supplier" and select "Submit bid". The system will always determine whether it is a bid or an indicative bid. The "Deadline for current submission" is validated by the systems and it's not possible submit your bid after its expiry.



You will see the form shown in the following figure.



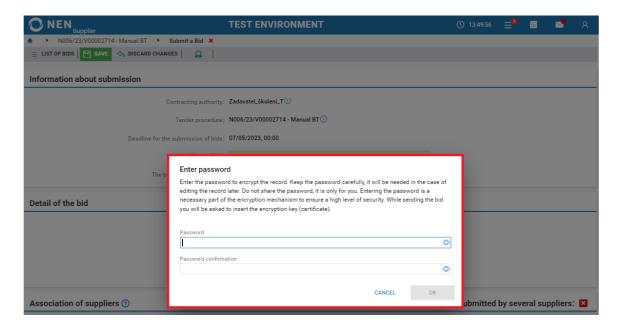




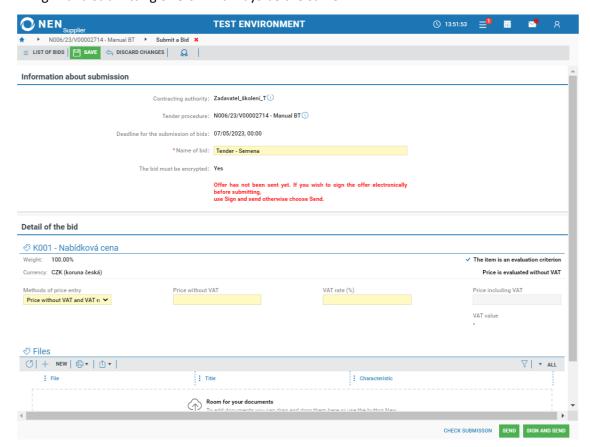




If the electronic bid is to be encrypted, the system will automatically prompt the user to enter a password to encrypt the data and documents. Remember this password, it is possible to uncover it by clicking on the "Eye" icon after filling it in. After entering the password, press "OK". This password does not provide the encryption for the purposes of submission, it serves a user for eventually editing the bid later.



As a result of a contracting authority's setup of a tender, the bidding form for a tender procedure may look different and may require more or less information to be filled in. However, the procedure for filling in and submitting offers will always be the same.











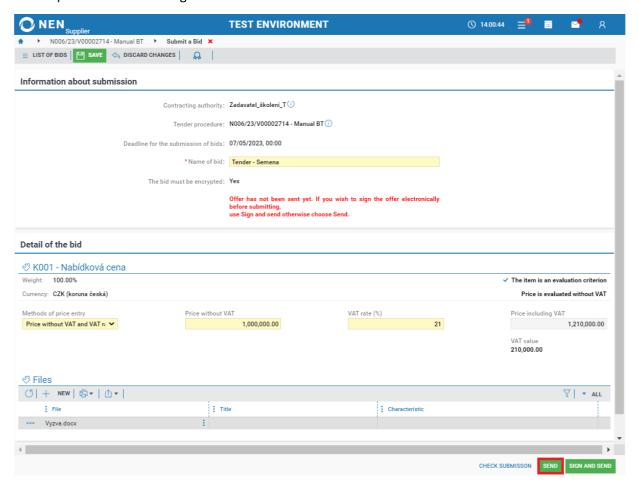
System automatically fill in "Name of bid", you can edit the name. Name of bid is an indication for the user, only. It is for identification of the bid and for eventual later editing. The contracting authority does not see this information. Next, always fill in all the required fields (in yellow) within the form. The contracting authority specifies the structure in which the bid price is to be filled into the bid form. (Nabídková cena = bid price). Selection criteria may not be specified in English.

## When filling in the bid price, pay attention to the currency.

To upload documents, choose the "New" button in the "Files" block or use drag and drop. The number of files is not limited, the size of one file may not exceed 100 MB. It is possible to upload ZIP files into which multiple files have been compressed. If you need to paste a non-supported format file into NEN, it is necessary to compress it and upload it as a ZIP file.

When you choose the "New" button, you will see a line for uploading a file. Choose "UPLOAD FILE", or move a file by dragging it to the "UPLOAD FILE" field to upload it into the system.

When all the mandatory fields are filled and documents uploaded choose the "SEND" or "SIGN AND SEND" button to make the submission. If you use the SIGN AND SEND button, you need to install the web browser extension and the native Crypto APP see chapter 1.2 Crypto native APP and Crypto web extension. Select "Sign and send" only if it is specified in the tender conditions. The system will require use of qualified electronic signature.



When you press the "SEND" button, the system may ask you to save the form, in which case you should save the changes to continue.





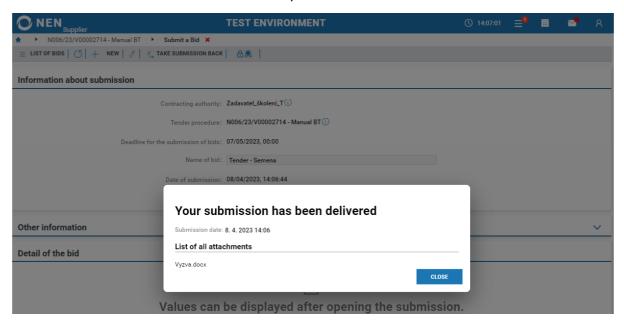




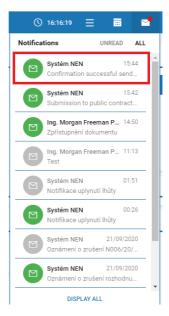
If the electronic bid is to be encrypted, then by pressing the "SEND" button, the system will display the form for encryption with the certificate provided by the concracting authority. To complete the process, press the red-marked "Encrypt" button. In the case of an atypical procedure, it is always possible to insert an encryption certificate manually.



Once the electronic submission has been sent, the system will inform you via notification with a list of enclosed documents and the date of delivery of the electronic bid.



Please note that the electronic submission of the bid is considered to be delivered when the process is completed and received by the system, not by pressing the "SEND" or "SIGN AND SEND" button within the bid form.



Immediately after completing the submission, you will receive a confirmation of execution of the operation in the internal mailbox. This information will also be recorded in the "My electronic actions" report.

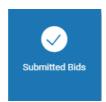








## 3.2 Overview of Performed Submissions



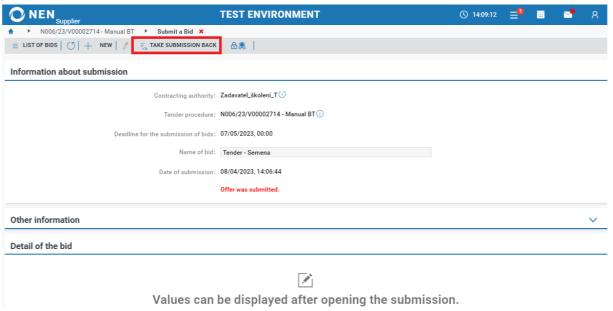
This functionality serves a supplier to access an overview of all submitted bids, requests to participate, etc., and is available through the tile "Submitted Bids". The listing of tenders submitted also includes all registered paper bids from NEN tender procedures. You can view the details of submissions via the "SELECT".



If the deadline for the submission of bids / pre-bidding, or participation requests has not expired, the take-back request can be made from the details of the submission, see the next chapter. Repeated submissions must be re-submitted in due time and within a specified time limit (Deadline for current submission).

#### 3.3 TAKE-BACK OF A BID

**Electronic submissions may be taken back at any time before the time limit for a submission has passed**. The contracting authority will not be able to open taken-back bids. It is possible to take back a bid from several places in the system, for example, directly from the submission to the tender procedure.









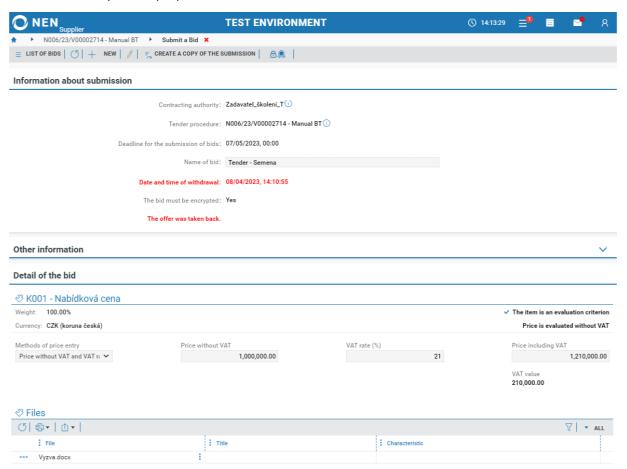


It is also possible to perform this operation via the "Submitted bids" list. The button is located on the toolbar of the form and is available only in the case that a submission has been made and the time limit for the submission has not passed.

After the take-back, the system informs users via a notification.



Now you have access to the original values and files sent to the contracting authority. When the bid was taken back, you can prepare and sent another bid. Be aware Deadline for the submission of bids.





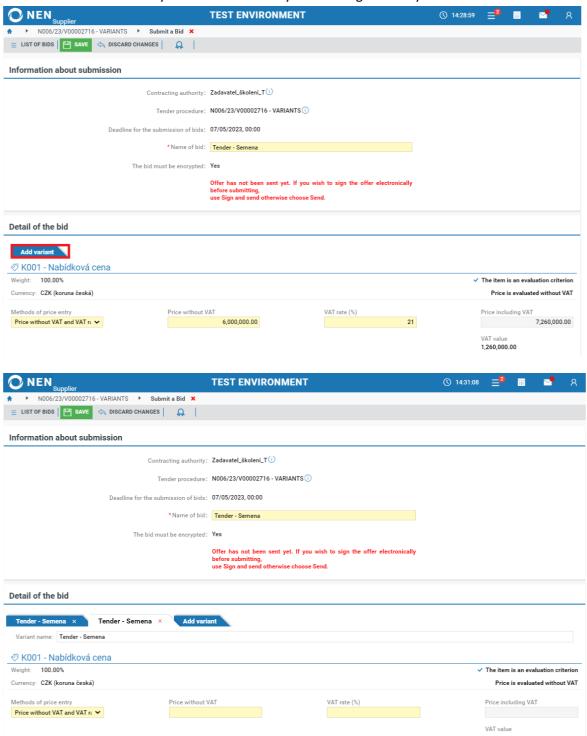






## 3.4 Submission of a bid to tender procedure divided into variants

In the case a tender procedure specification allows the submission of variants of bids in the system, it is possible to create multiple variations within one submission by pressing the "Add variant" button. The button is available only when it's allowed by contracting authority.



The forms for the individual variants are identical, after completing all the variants, complete the submission of the electronic bid in the manner described in chapter 2.1.



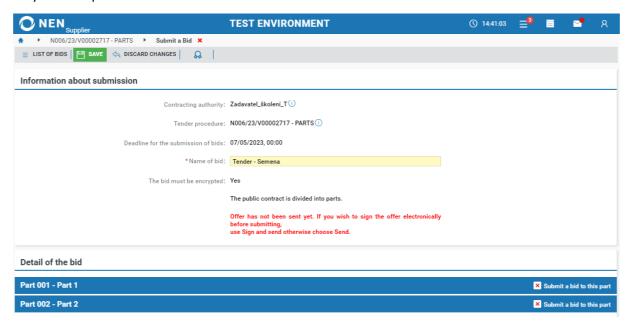




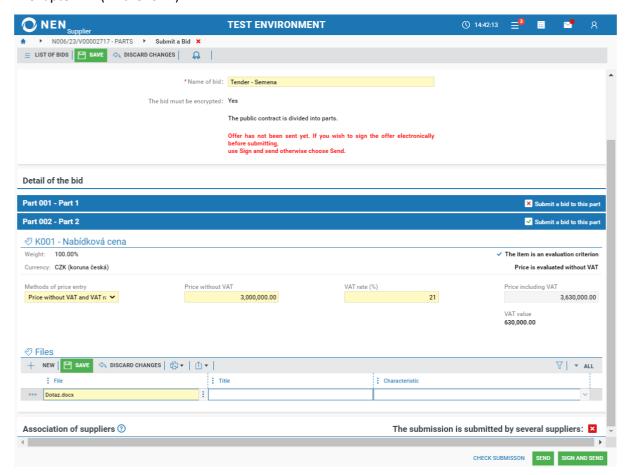


# 3.5 Submission of a bid to a tender procedure divided into parts

The process of preparing a bid is the same as described in chapter 2.1 . The only difference is (when a tender is divided into parts) that a supplier has to mark a part/parts of the tender procedure where they want to perform a submission.



After selecting the appropriate part/parts, you will see a form where you should proceed as described in Chapter 2.1 (fill the form).











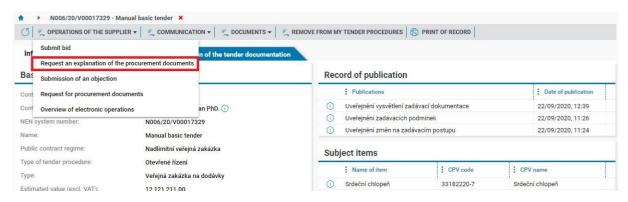
When all the mandatory fields are filled and documents uploaded choose the "SEND" or "SIGN AND SEND" button to make the submission. Select "Sign and send" only if it is specified in the tender conditions. The system will require use of qualified electronic signature.

# 4 OTHER SUPPLIERS' OPERATION

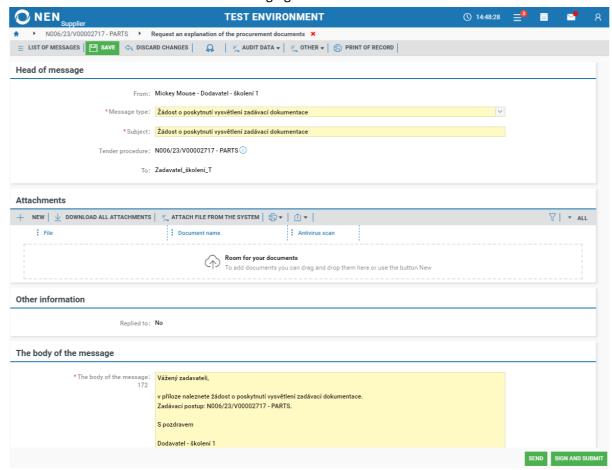
All the following operations are available from the detail of a tender procedure or by choosing a tile.

# 4.1 REQUEST FOR AN EXPLANATION OF PROCUREMENT DOCUMENTS

This operation is available under "Request an explanation of the procurement documents".



You will see the form shown in the following figure.









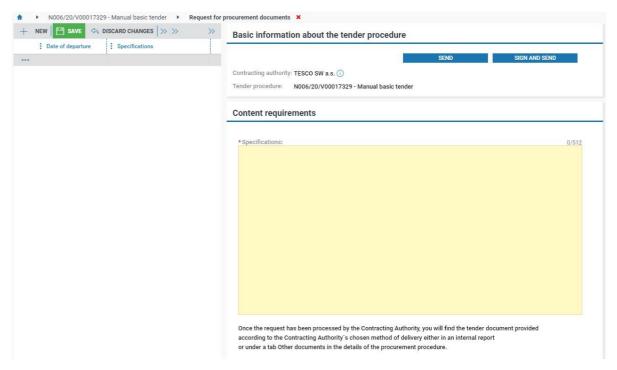


To send the request, choose the "SEND" button. The system will give a notification about the successful sending of the request.



# 4.2 REQUEST FOR PROCUREMENT DOCUMENTS

In the case that a part of the procurement documents is accessible on request, the supplier may submit the following request by choosing "Request for procurement documents". The supplier may be asked by a contracting authority to sign a confidentiality agreement or a similar document in this case.





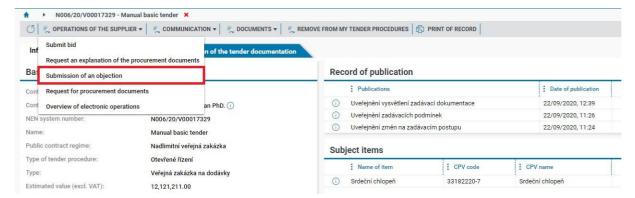




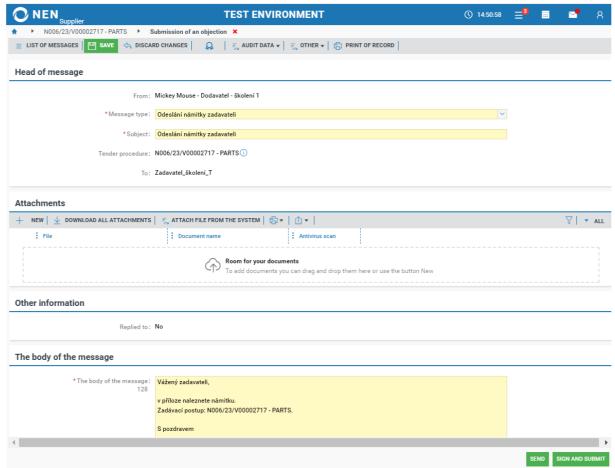


# 4.3 SUBMISSION OF AN OBJECTION

This operation is to be found under "Submission of objection".



You will see the form shown in the following figure.



To send the objection, choose the "SEND" button. The system will give a notification about the successful sending of the objection.





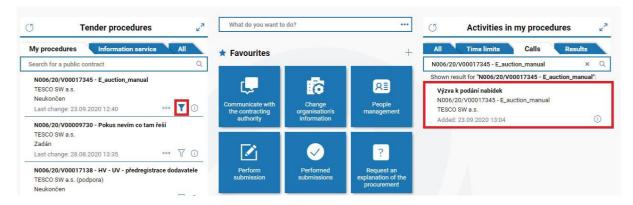




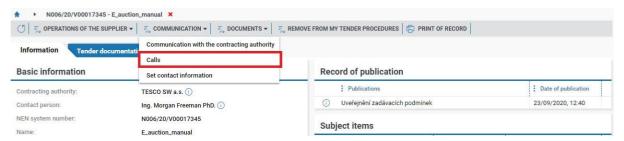
## 5 ELECTRONIC AUCTION

## 5.1 Entrance to the virtual auction hall

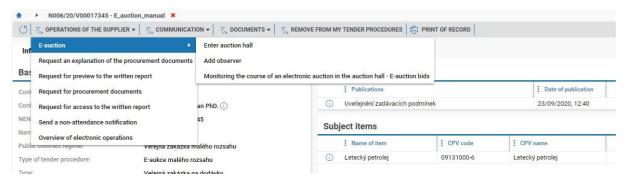
There is a several way how to open virtual auction hall, see the following options. If the e-auction specification is completed, the contracting authority will send you an "Invitation to e-auction". In the right part of the screen, in the "Calls" tab, click on the icon next to the Call for e-auction.



Invitation to e-auction is also available under "Communication" on the relevant tender procedure. See chapter How to select public tender.



The virtual auction hall can also be entered directly from the Operations of the supplier on the relevant tender procedure. See chapter How to select public tender.





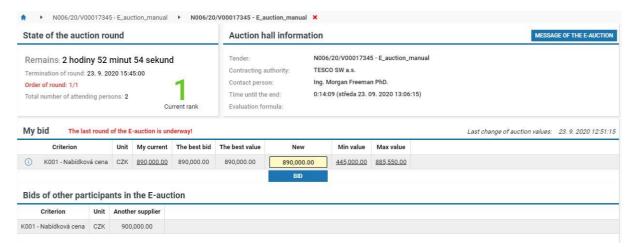






## 5.2 DESCRIPTION OF THE VIRTUAL AUCTION HALL

The virtual auction hall is accessible only within the specified period by contracting authority. During the electronic auction, various data on the form are available to you. The scope of the displayed information may vary depending on the settings of the electronic-auction by the contracting authority. For example there could be more auction criteria





During the electronic auction you can communicate with contracting authority via Messages (Open Message of the auction). The text should be anonymous (ie do not state the name of the company, etc).



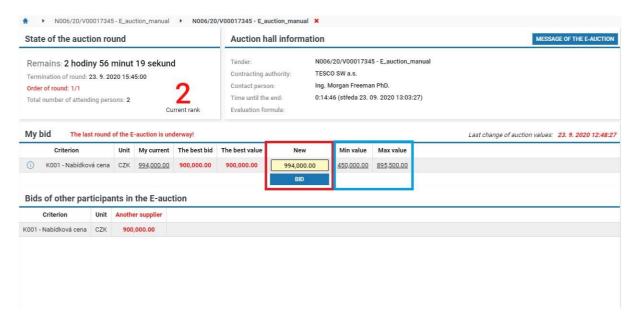






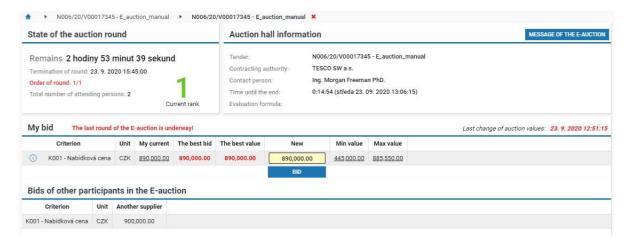
## 5.3 New Auction Value

To submit a new auction value, the contracting authority may limit its value. This range is given as "Min. value "and" Max. value". In the yellow box under "New", enter a value that does not exceed Min. value and Max. value and click on the "BID" button. The submission system registers and automatically adjusts the all values in the form.



Auction values can be changed until the end of the auction round. The auction round may end before the "Termination of round". There could be another rules defined by contracting authority, see the "Time until the end" too.

If the contracting authority has included more than one criterion in the e-auction, a bid can be made in one of the auction criteria.











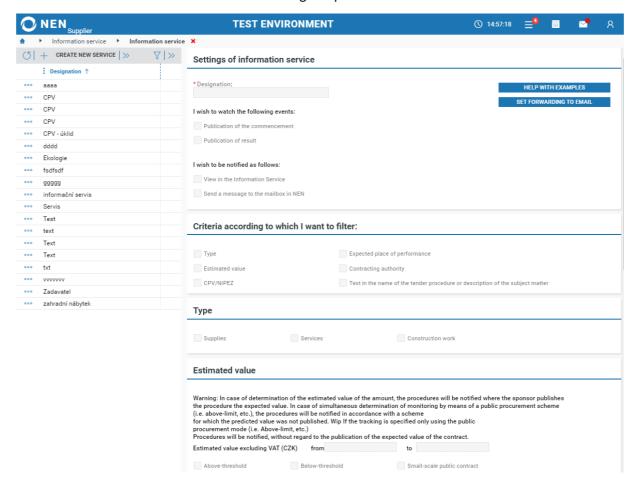
## 6 INFORMATION SERVICE

Information service is a function that serves to send notifications to suppliers of newly launched tender procedures initiated in NEN according to set search parameters.

## 6.1 Setting of information service

It is possible to set more filters for searching of newly published tender procedures in the system. The search result from all the filters is displayed within the "Information Service" tab, accessible from the homepage, see the next chapter.

"Set up information service" is to be found in the management of the entity. To create a new filter, choose the "Create service button. Set the setting and press the "Save" button to make the filter active.



If the filter is too general and too many tenders are going to be shown, adjust the filter and make it more specific.



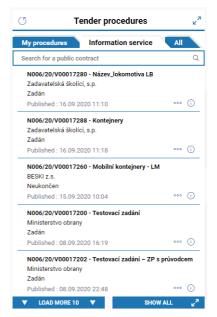






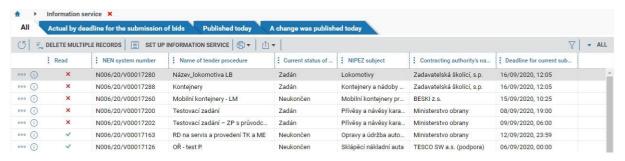
## 6.2 Monitoring of Tender Procedures

The results of the search according to the set parameters within the information service are to be found in the left part of the homescreen, under the "Information service" tab. Only previews of the latest tenders are displayed. Choose the icon<sup>1</sup> for viewing detailed information about a tender procedure, where you can manually add it to "My procedures" if interested in a tender.



If you want to view all the tender procedures found by the information service, choose the icon 2 to display the entire list.

In the list, the tender procedures may be managed further. For lucidity, it is recommended that you delete tenders that you have read and where there is no interest.









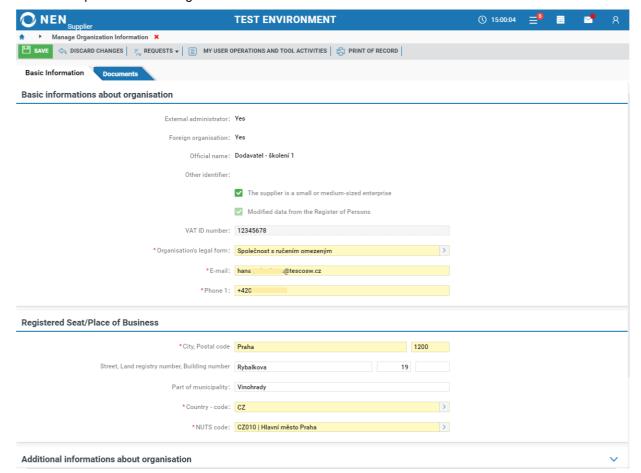


## 7 MANAGEMENT OF ENTITY

## 7.1 CHANGE OF ORGANIZATION'S INFORMATION

To modify entity information click to the form, but not everything can be changed. Once you have made a change, always choose the "Save" button on the form menu. You can also sent reguest for:

- Change to official name
- Request for the removal of external administrator permissions
- Request to cancel registration







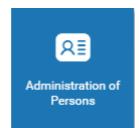




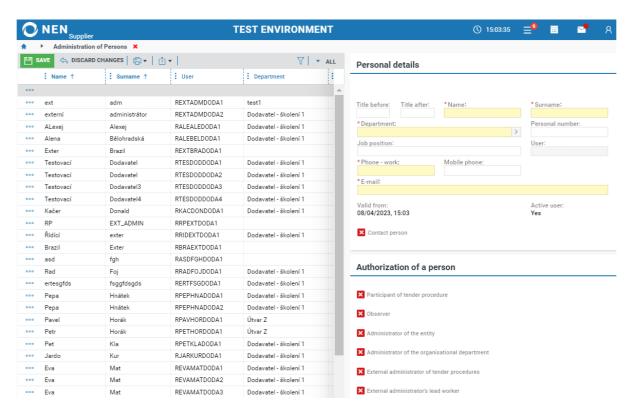
## 7.2 Management of users

A person's registration is always tied to a particular organization and is made by the "Administrator of the entity". By registering, a person will gain access rights to NEN for a certain organization. If a person is registered with multiple organizations, there are multiple access details.

## 7.2.1 How to ADD A NEW USER



Under the "Administration of Persons" tile, choose the "New" button and fill in at least the mandatory fields that are colored yellow. Optional fields may be filled in later by a user. Make sure the email address you entered is correct, the registration email will be sent to the user with instructions for completing the user registration and entering the password for the NEN system and set the user's permissions.



Choose the "Save" button to complete the person's registration. After pressing the "Save" button, instructions will be sent by email to complete the registration.

To complete the user's registration in the system, a user has to confirm and complete the registration. The procedure for completing a person's registration is shown below.

To confirm the registration, a user has to click the link in the mail within the specified time. Clicking on the link will redirect the user to the NEN system to set a user password. The password must consist of at least 8 characters, of which at least one is a capital letter, lowercase and a digit.

Description of possible user's authorizations:









## **Administrator of entity**

An Administrator of an entity has the main authorization and is entitled to:

- manage the entity's internal structure;
- make changes to the entity's data;
- register and administer users, including changing passwords, contact emails, and personal information;
- manage access permissions for users.

# Participant of tender procedure

A user designated as a "Participant of tender procedure" is able to perform all operations within tender procedures. A user with this authorization has the right to take all the steps required to participate in a tender procedure. These steps include, for example:

- Submitting an electronic bid;
- Taking back a bid;
- Submitting an objection;
- Submitting a request for explanation of procurement documents;
- Submitting a request for a protocol access.

## **Observer**

A user designated as an "Observer" is authorized to view all structured or unstructured data relating to a particular tender procedure under a relevant entity's unit (if set).







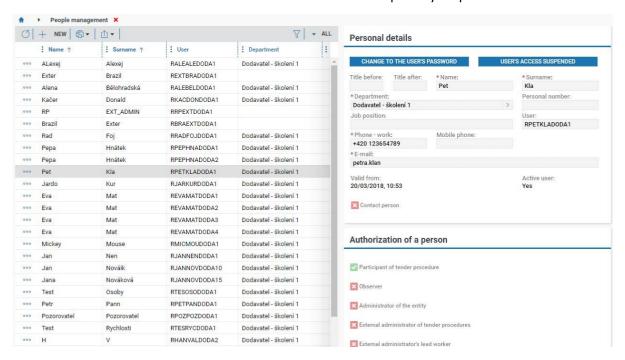


## 7.2.2 SUSPENSION OF A USER'S ACCESS AND CHANGE OF PASSWORD

**The administrator of an entity** may remove a user's permission to access the system. The removed access may be restored without requiring a new person to be added.

To suspend a permission, select the appropriate person in the left part of the list, you can also use the filtering icons in the case of large number of records. When you mark a person in the list, the "Change to the user's password" and "User access suspended" buttons will appear on the right. A user may also change the password himself.

"Restore access to a user" - to restore access to a user with temporarily suspended access.





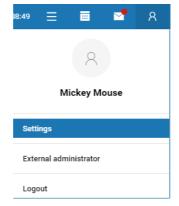






## 8 USER SETTINGS

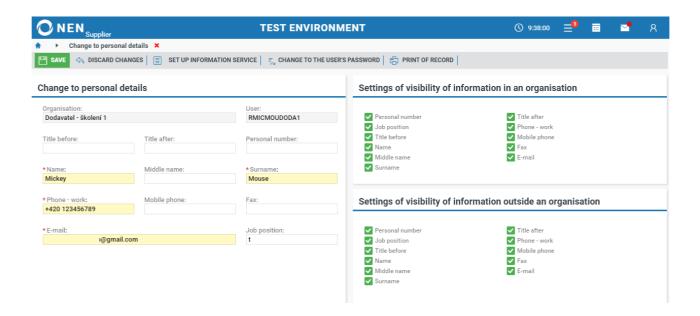
#### 8.1 Change of Personal Details and Settings of Visibility



Each user has the ability to modify his own personal data, set visibility, or change their login password.

The "Setting the visibility of a person outside the organization" functionality serves to create a "Contact person". The contact person can also be created from the "People management" form by the administrator of the entity.

By making the visibility of your data visible to people outside the organization, their details become public and are a part of the entity's details within the Supplier's Register.





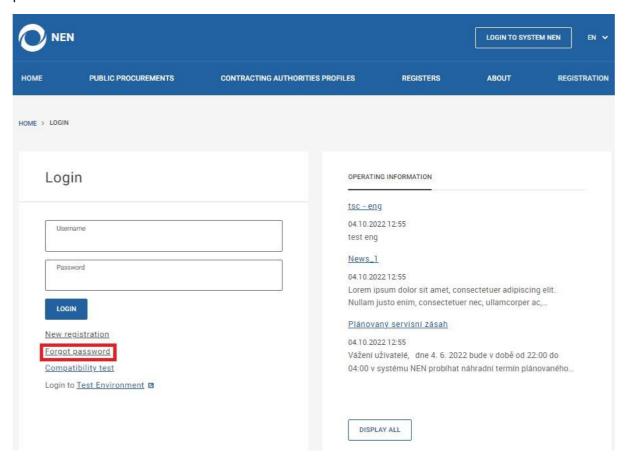




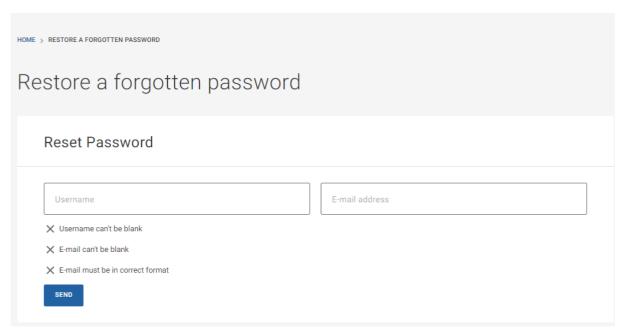


## 8.2 How to Recover a forgotten password

Each user may recover a forgotten password themself. In the system login form, click the "Forgot your password?" button and follow the instructions.



Then follow the instructions.











## 8.3 EXTERNAL EMAIL NOTIFICATIONS

When a new person is added to the system, the notification function is enabled with default settings, sent to the external e-mail, specified when registering a user. Each user may change the default settings or add multiple email addresses to receive notifications.

Internal and external notifications can be managed within the internal mailbox by clicking the "Settings" button and selecting the appropriate options. The internal mailbox is available via the icon located on the "NEN Main Panel".



If you choose "Notification to an external email", you will be presented with the following form, which it is possible to customize.

