E-ZAK, version 5 – electronic tool for public procurement

user manual for contractors, version 5

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QCM, s.r.o.

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Introduction

The E-ZAK electronic tool is created in compliance with Act No. 134/2016, Public Procurement Act (hereinafter referred to as the PPA), and is certified according to Decree No. 260/2016 Coll., stipulating the detailed conditions for electronic tools, electronic acts in public procurement and the certificate of conformity. The details are available at the product website.

The main functions of this tool for support of electronic public procurement include:

- list of public contracts – E-ZAK provides a list of the current and closed public contracts of a given contracting authority together with the basic information about the public contract,
- provision of procurement documents in electronic format – allows provision of unrestricted and direct remote access to public procurement documents, or allowing access to it on the basis of approval of an electronically submitted request,
- explanations/supplementation/change of documents – the system receives an electronic request for explanation of the procurement documents, notifies the authorised persons, allows a response to such requests and appropriately redistributes and publishes the reply,
- calls to contractors – for public procurement initiated by sending calls or on the basis of a framework agreement, the selected contractors shall receive an electronic call within the system and at the same time a notification e-mail shall be sent to them containing the message that they have received a message in the E-ZAK system and where they can pick it up upon login,
- submission of electronic bids and requests for participation, if this is required by the contracting authority within the framework of the given procurement procedure,
- electronic auction pursuant to the PPA as an optional method for evaluation of tenders, if this is required by the contracting authority within a given procurement procedure,
- dynamic purchasing system as a fully automatic electronic public procurement system,
- award of contracts on the basis of framework agreements (so-called mini tenders) for contractors who have concluded a framework agreement with the contracting authority,
- internal message system – via an internal message system, the users (on the side of the contractor or contracting authority) are informed about calls, change in the procurement documents and other facts, which are tied to public contracts in their competency (the users are notified of internal messages via e-mails to the address stated in the user profile),
- user administration – the system allows comfortable administration of registered contractor organisations, related user accounts as well as any organisational units,
- procurement of electronic operations records – all tasks in the system are automatically archived and clearly linked to the time and person who realised the operation.

E-ZAK system operating requirements

E-ZAK is a so-called *web application*, which on the user side requires an ordinary web browser to run (Mozilla Firefox, MS Internet Explorer version 11 minimum, Google Chrome), at best the latest versions, with several settings stated below.
Note: Chrome web browser from version 42 to version 44 has disabled Java applet support → procedure for change of settings, visit http://java.com/en/download/faq/chrome.xml article "Enabling NPAPI in Chrome Version 42 and later". From version 45, it does not include Java applet support at all. More information in the chapter Electronic signature.

Warning: we do not recommend the use of MS Internet Explorer browser due to the end of support of its functionality within the E-ZAK system and the auction house.

For functionality of the application, it is a necessary condition to use a browser with **JavaScript**support, JavaScript and storage **Cookies** should also be enabled.

Further, to work with the electronic signature, which is used to send messages and electronic bids, it is necessary in the web browser to install and enable **Oracle Java (respectively, JRE – Java Runtime Environment v 1.8) at best in the latest version** (you can test the application, for instance, at the website http://java.com/en/download/installed.jsp – using the the button [Verify Java Version] or actual test of the system, refer to the chapter "Browser settings test"; the newest version is available from the address http://www.java.com). Alternative Java versions also exist, also encryption and electronic signature functionality, which is however not guaranteed. For the browsers Chrome from version 45, Mozilla Firefox from version 34 and Microsoft Edge from version 12, an alternative solution is available without use of Java applet, more information in the chapter Electronic signature.

System MacOS should be compatible, but it has not been fully tested. Mac users may experience issues using electronic signature. However, for MacOS users, it is important to note:

- the web browser Safari is not supported and due to its administration of certificates, the e-signature will not work. It is necessary to install Firefox.

- incomplete certificate path – to preserve complete certificate path, correct export is necessary

a) if you have windows operating system at your disposal – export from a program of certificate authority, for example pstoolplus (postsignum) into windows – keep exportability! Open Internet Explorer, select **Tools** > **Internet options > Content,** click **Certificates**, tab **Personal**, then click **Export** (p12). The checkbox **Include all certificates in the certification path if possible** must be checked. Do not check the checkbox **Delete the private key if the export is successful**. A file containing the certificate with all the requisites will be created. This way you can transfer the file to MacOS and through signing applet > load from file > sign.

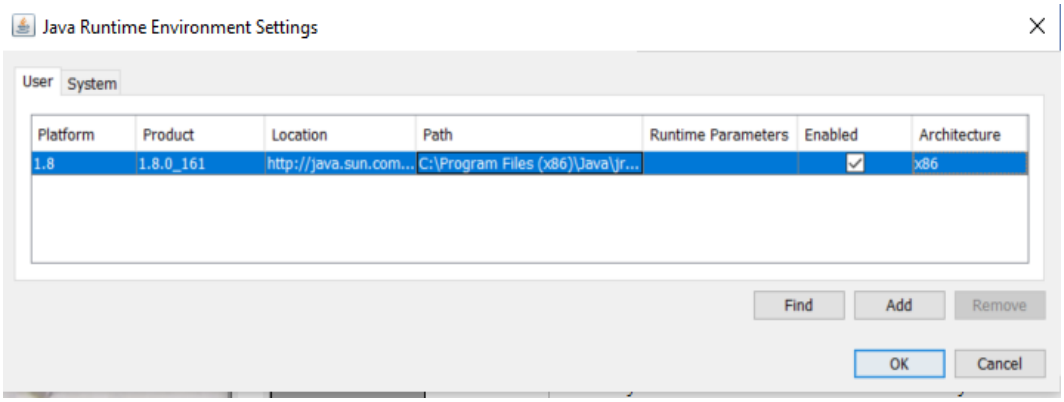
b) import into Firefox – subsequent export into a file (p12 + necessary options) > through signing applet > load from file > sign.

Setting Java in Windows

Open Java control panel – if Java is already running, then right-click the Java icon in the system tray and select "Open Control Panel". If not, go to System settings in Windows Control panel and double-click the Java icon.

A dialogue box will pop up similar to the one in the following picture.

Select the tab *Java* and click the *View* button.

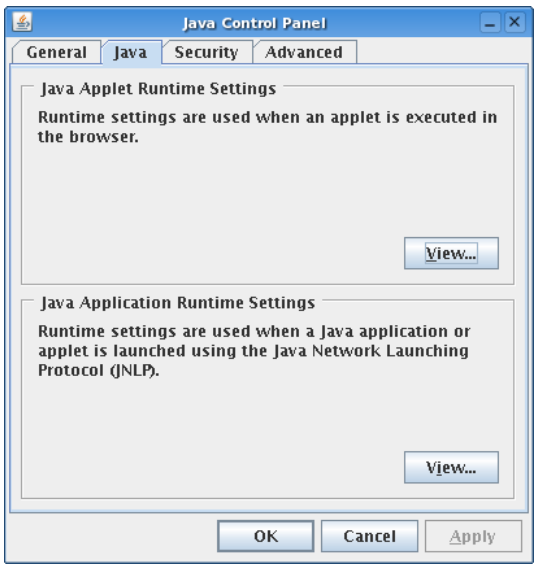


For the Java version you are using, set a parameter in the Runtime Parameters tab - for example „-Xmx256m“ for maximum memory capacity of Java – 256 MB. You can also add the parameter „-Xms64m“ to set 64 MB memory capacity as default for Java.

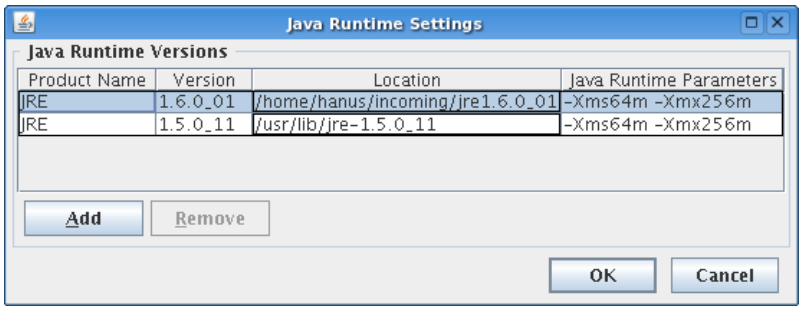
In order for the change of settings to work, it is necessary to close all windows of the browser you use and then run it again (restart the browser).

Setting Java in Linux

Open the tool jcontrol to set Java parameters (if you are unable to find it in the menu of your system, use a command with the same name in the command line of console/emulator of terminal). A dialogue box will pop up similar to the one in the picture below.



Select *Java* tab and in the Java Applet Runtime Settings click the button View. This will open a chart similar to the one in the picture below, however, it will most likely be empty.



With the help of the button "Add", add a note of the Java version you use – set a parameter, for example „-Xmx256m" for maximum memory capacity of Java – 256 MB, in the last column "Java Runtime Parameters". You can also add the parameter „-Xms64m" to set 64 MB memory capacity as default for Java.

In order for the change of settings to work, it is necessary to close all windows of the browser you use and then run it again (restart the browser).

The setting applies only for the user, under whose account jcontrol was initialized.

Java console – troubleshooting

If the signing applet is not responding for a longer period of time (minutes), it is necessary to determine why. For the purpose of debugging, users may use *Java console*, where they can find error messages sent from the running java applets. This applies to cases, in which the signing applet freezes with messages such as:

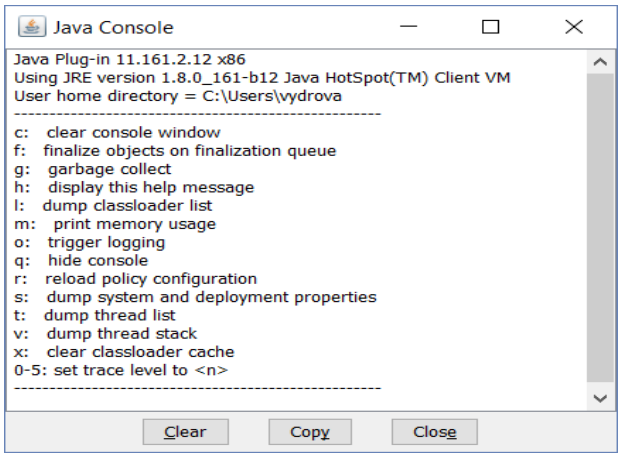
- Loading certificate

- Signing

- Applet missing required permissions

Opening Java console in Windows

Upon running Java applet in browser, Java icon resembling a hot cup of coffee will appear in the main panel of Windows OS (or in the system tray). Right-click the icon to open contextual menu. Select "Open X.Y.Z. Console" (X.Y.Z. represents the number of the version of java installed, that browser uses), which will open Java console window:



See more in the "Information from Java Console" chapter.

Note: if there is no icon in the main panel, even though there is already a java applet running, then go to Control panel → Java, click Advanced tab and select "Place Java icon in system tray". To display console, set *Java console* to "Show console".

Opening Java console in Linux

In Linux, Java console is to be opened from the menu of a web browser, the exact location in the menu depends on the browser. For example in Firefox, it is *Tools → Java Console*, in Galeon *WWW → Java console*, in Opera it is *Tools → Advanced → Java console.*

If Java console is not available from the menu of the web browser, then run the tool jcontrol for setting Java parameters. Select the *Advanced* tab and in *Java console* section, check the *Show console* checkbox and click *Apply* or *OK*. If the page visited starts java, java console window will automatically pop up with gathered information.

See more in the chapter “Information from Java Console”.

Information from Java Console

In Java console, initially, information about java version and a list of keyboard shortcuts is usually displayed. Underneath them there are individual records. The following list shows error messages, which may relate to the signing applet:

- **Exception in thread "Thread-11" java.lang.IllegalArgumentException: Private key cannot be null** – certificate used for signature does not contain private key; not a valid certificate intended for e-signing – check if the certificate was installed correctly, see chapter “Verifying certificate installation”, or choose a different certificate for signing
- **Exception in thread "Thread-38" java.lang.OutOfMemoryError: Java heap space** – memory capacity allocated for java within your browser was exceeded, see chapter „Signing large volumes of data“ for solution
- **access denied (java.security.SecurityPermission putProviderProperty.XMLDSig)** – java applet does not have necessary permissions, check java installation used in browser
- **failed to decrypt safe contents entry: java.io.IOException: getSecretKey failed: Password is not ASCII** – password for certificate in file or certificate path contains characters, which Java is not able to process, for example czech characters with diacritics; change your password, so that it does not contain such characters, or export certificate once again into a file and when entering password, do not use such characters

In case a different error message appears, than the ones listed above, copy the content of the console into an e-mail and send it to podpora@qcm.cz together with the information regarding the www address where the problem occurred, what browser you use, its version, version of Java your browser uses and what operating system and its version you have.

Security

The E-ZAK electronic tool uses encryption to protect transmitted data. For this purpose, it uses a server certificate issued by the certification authority (the address in the browser starts with https://).

From 1 January 2010, certificates with stronger security (SHA-2) are provided, which are not compatible with the older OS, such as Windows 2000, 98, 95, NT. In Windows XP, it is necessary to install Service Pack 3, otherwise this system cannot display the pages. For correct functionality, we however recommend using Windows Vista, or higher.

If this Issuer Certification Authority does not have its certificate pre-set in the web browser, then upon the first visit to such an encrypted page, the web browser displays a message of the untrustworthiness of this web browser, or untrustworthiness of the server certificate issued by an unknown authority.

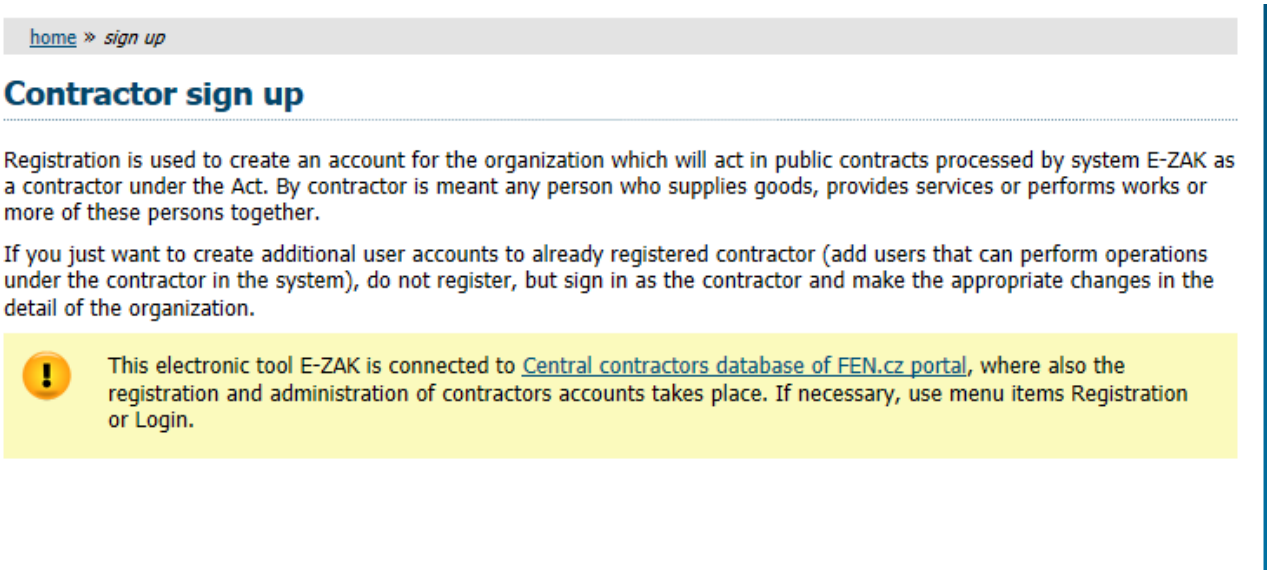
In such case, we recommend importing a so-called root certificate (public key) of this CA into the web browser – contact the provider to find out the CA that issued the server certificate for the E-ZAK version you are using. A less suitable alternative is granting a security exemption.

Login

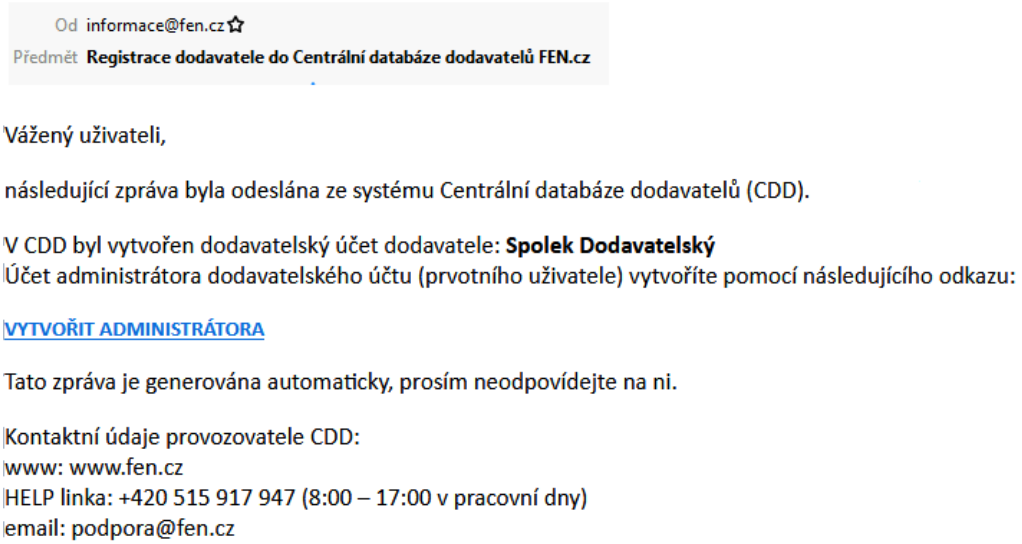
Without logging in to the system, the users from the ranks of the public have available a list of public contracts with basic information, procurement documents, if it is provided by unrestricted and direct remote access and, as the case may be, any explanation to a change of the procurement documents.

By logging into the system as a *contractor* (see the chapter "User roles in the system"), the user gets further interaction options within the framework of individual public contracts, e.g. Request for procurement documents, if provided on demand, send a request for explanation of the procurement documents, read the call within the framework of the procurement procedure, send an electronic bid, etc. For logging in, it is necessary to have an active user account in the E-ZAK system.

Registration for E-ZAK is done through the system FEN.cz (https://fen.cz/#/registrace), E-ZAK informs users about this after clicking the button „Contractor sign up“ in the left menu as shown here:



If your account was pre-registered by a contracting authority, you should receive an e-mail request to complete the registration process in the system Central contractor database of the FEN.cz platform, as shown in the image below. To create an admin contractor account and thus finish the registration process, click the given link and fill in the form it leads to. (see more in the chapter “Contractor sign up”).



Od informace@fen.cz

Předmět **Registrace dodavatele do Centrální databáze dodavatelů FEN.cz**

Vážený uživateli,

následující zpráva byla odeslána ze systému Centrální databáze dodavatelů (CDD).

V CDD byl vytvořen dodavatelský účet dodavatele: **Spolek Dodavatelský**
Účet administrátora dodavatelského účtu (prvotního uživatele) vytvoříte pomocí následujícího odkazu:

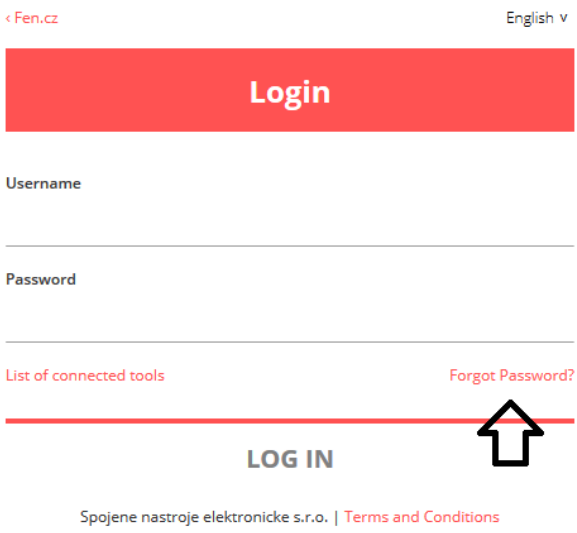
VYTVOŘIT ADMINISTRÁTORA

Tato zpráva je generována automaticky, prosím neodpovídejte na ni.

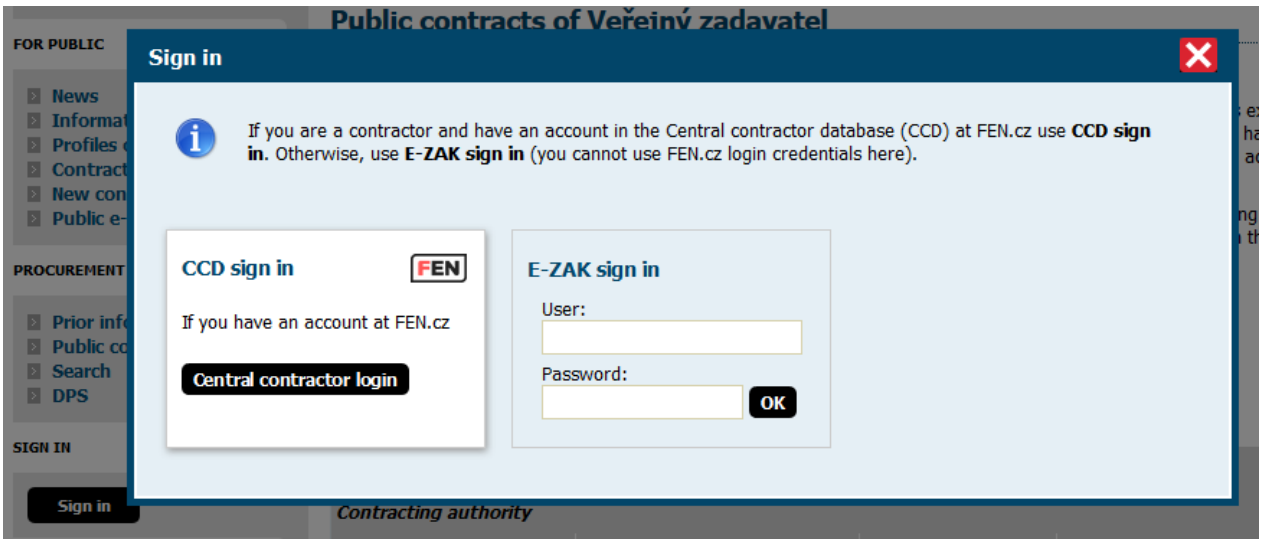
Kontaktní údaje provozovatele CDD:
www: www.fen.cz
HELP linka: +420 515 917 947 (8:00 – 17:00 v pracovní dny)
email: podpora@fen.cz

If you do not have any account registered on E-ZAK yet, read more in the chapter “Contractor sign up”.

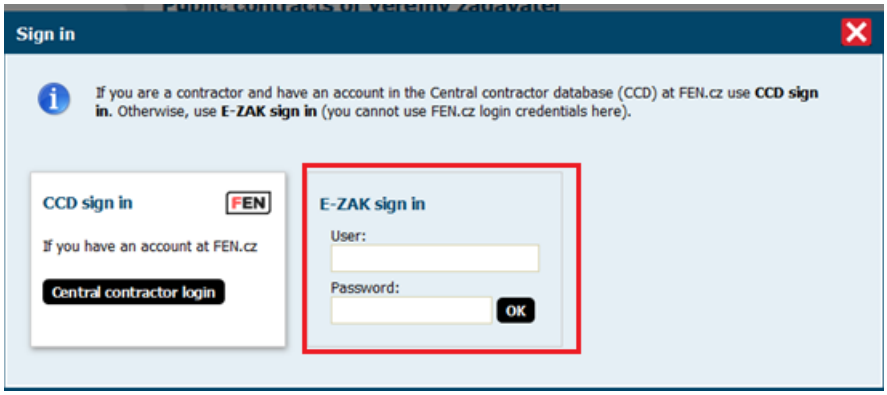
If you already have an account in the E-ZAK system and you have received the information that it has been transferred into the Central contractor database (CDD), finish the activation and set a new password, following the instructions given in the email. If you are not able to find the email, use the link “Forgot Password?” on the login page on FEN.cz, or, if needed, contact the customer support of the FEN or E-ZAK system.



If you already have an account in the Central contractor database (CDD), you may sign in by clicking the “Sign in” button located in the left menu. Upon clicking this button, a window with central login option will pop up (*Central Contractor Login).*If you decide to choose this option, you will be redirected to FEN.cz and after filling in your credentials, the system will take you back to E-ZAK.



If you already have an account in the E-ZAK system and that account has not been transferred into CDD as of yet, you may use local E-ZAK login, clicking the "Sign in" button and using the box "E-ZAK sign in". In case you do not have your own account yet, but the organisation has already been registered, ask the FEN.cz customer support to create an account for you.



If you logged into the E-ZAK system and you also have an account on FEN.cz (CDD) and for some reason the "Central contractor login" is not working, you may login directly into E-ZAK. (OK button)

Enter your username (the same one you have entered on FEN.cz) with a prefix "CDD_".

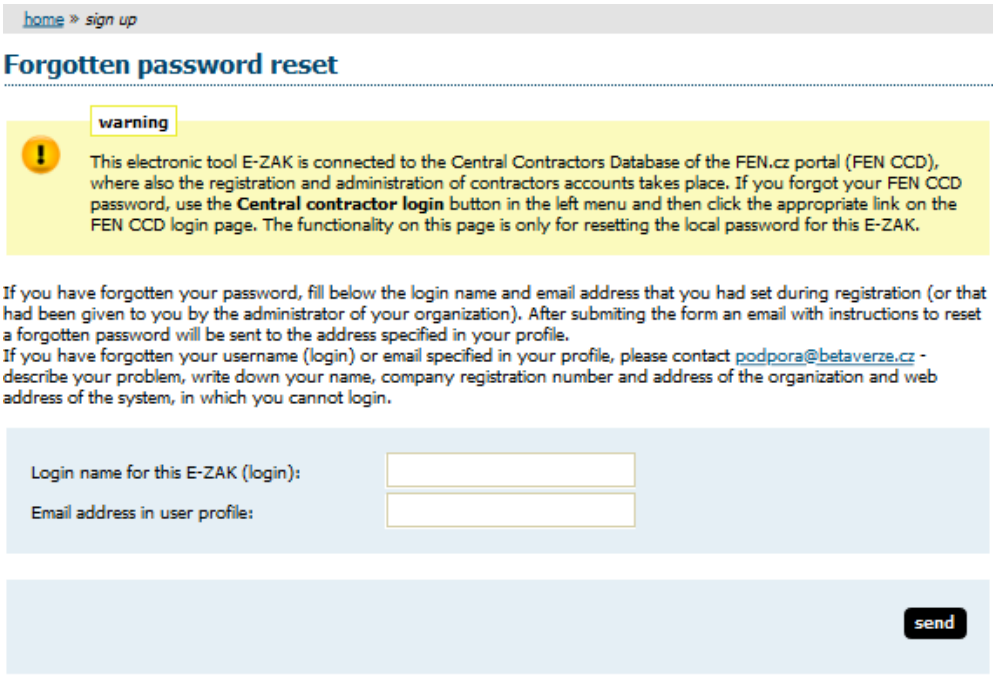
Example: FEN (CDD) login = contractor1

→ E-ZAK's local username = "CDD_contractor1" (Please, mind the underscore).

The password needs to be acquired the following way:

1. Click the link "Forgotten password" (see screenshot below).
2. Fill in the username using the correct format ("CDD_*FENusername")*
3. Fill in your email address, it should be the same one you use on FEN.cz

Finally, you will receive an email with a link redirecting you to the "Create a new password" page, upon which you will acquire the correct credentials for logging into the E-ZAK system.


home » sign up
Forgotten password reset
warning
This electronic tool E-ZAK is connected to the Central Contractors Database of the FEN.cz portal (FEN CCD), where also the registration and administration of contractors accounts takes place. If you forgot your FEN CCD password, use the Central contractor login button in the left menu and then click the appropriate link on the FEN CCD login page. The functionality on this page is only for resetting the local password for this E-ZAK.
If you have forgotten your password, fill below the login name and email address that you had set during registration (or that had been given to you by the administrator of your organization). After submiting the form an email with instructions to reset a forgotten password will be sent to the address specified in your profile.
If you have forgotten your username (login) or email specified in your profile, please contact podpora@betaverze.cz - describe your problem, write down your name, company registration number and address of the organization and web address of the system, in which you cannot login.
Login name for this E-ZAK (login):
Email address in user profile:
send

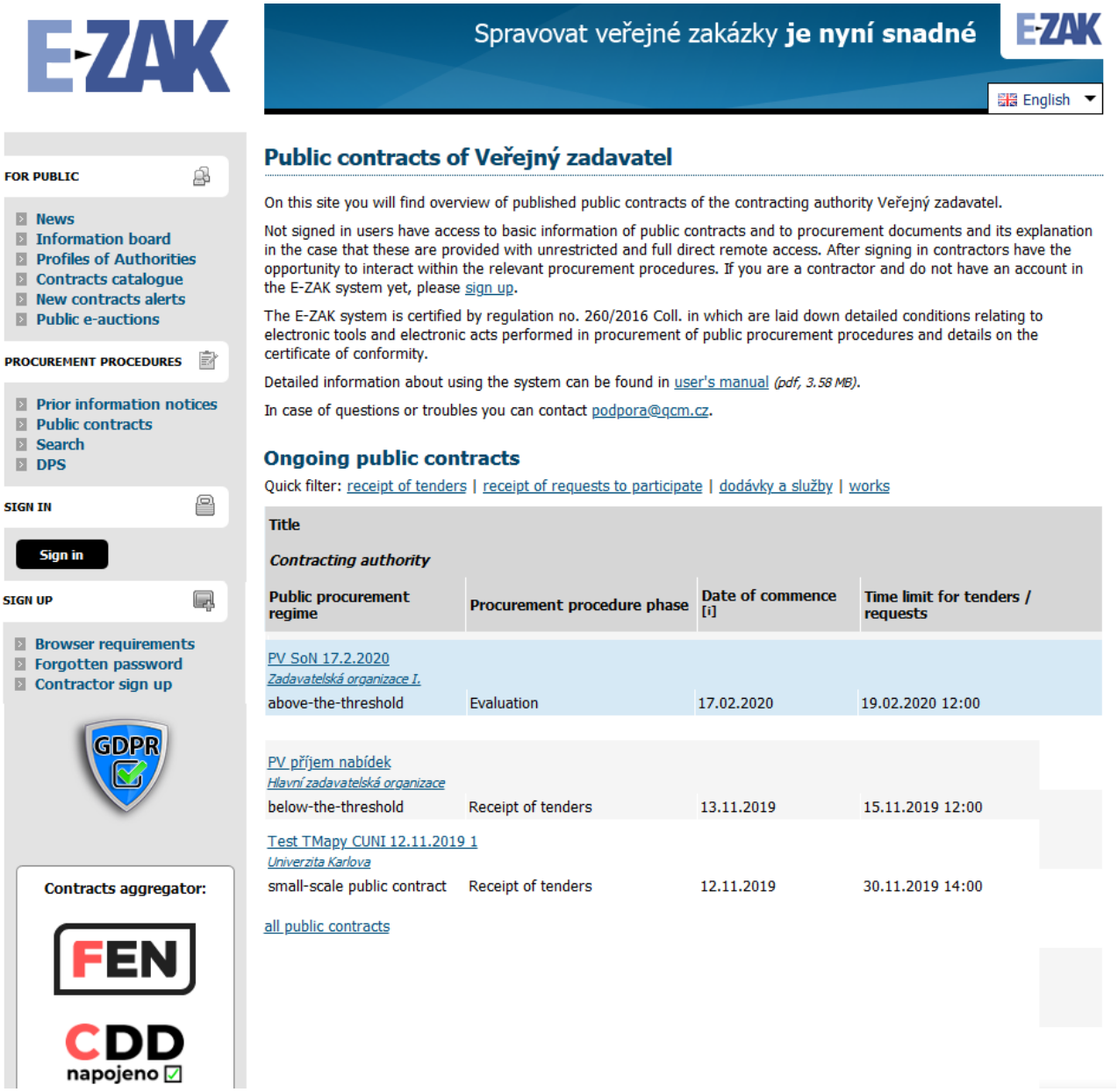


Figure 2: E-ZAK home page – before login to the system

Login (username) and password are, so-called, *case sensitive*, i.e. small and capital letters are differentiated both in the username and the password. It is necessary to remember this in case of login problems.

When setting the username and password, it is suitable to avoid usage of diacritics and spaces, preferably also use of y/z due to the Czech/English keyboard and also some special characters that are difficult to access on the Czech keyboard. Do not use easy to guess passwords, such as your name, surname: or names of persons close to you, personal identification or telephone number, etc. It is possible to find many manuals on the Internet on how to create quality, so-called, strong passwords, e.g. http://www.linuxexpres.cz/praxe/jak-vytvorit-opravdu-silne-heslo. Remember that a correctly guessed password can result in abuse of your user account by other people.

Forgotten password

In case of a forgotten password, E-ZAK has the menu item *Forgotten password* in the left column (it is visible only to people who are not signed in). As stated above, this functionality is to be used only for local password reset for the specific E-ZAK system (not FEN CDD).

To renew a forgotten password, it is however necessary to know the username and e-mail address of the user account. After filling in and sending the request, an e-mail is sent to the stated e-mail address with instructions for setting a new password.

Logout

After finishing work in the system, sign out. Do not forget to sign out of the system especially when working on a computer to which other people also have access.

In the E-ZAK system, for safety reasons, automatic sign out after 60 minutes of inactivity has been set by default (in some cases, this may be reduced to 30 minutes or less). You extend the sign-in time, for instance, by refreshing the page (F5 or Ctrl+R) or clicking any link in the system.

User roles in the system

Electronic tool E-ZAK has a system of user roles. The user role is based on their classification in the organisation. The basic roles in the system are:

- **contracting authority** – members of the organisation, which is the contracting authority of the public contracts,
- **administrator (admin)** – members of the organisations, who fulfil the role of public contract administrators – they may represent the contracting authority in the process of administration of public contracts (Section 43 of the PPA),
- **contractor** – these are members of the supplier organisations, who register in the E-ZAK system; contractors have access to permitted information within the framework of the individual public contracts; however, they cannot manipulate it in any way – according to the nature of the public contract, they may request procurement documents, download them, send requests, etc.,
- **public** – the general public visiting the electronic tool E-ZAK website; these users have access to the basic information within the framework of the individual public contracts – according to the nature of the public contract, they may download the procurement documents, read the answers to requests for explanations/change of the procurement documents; last but not least, they have the option to register as contractors.

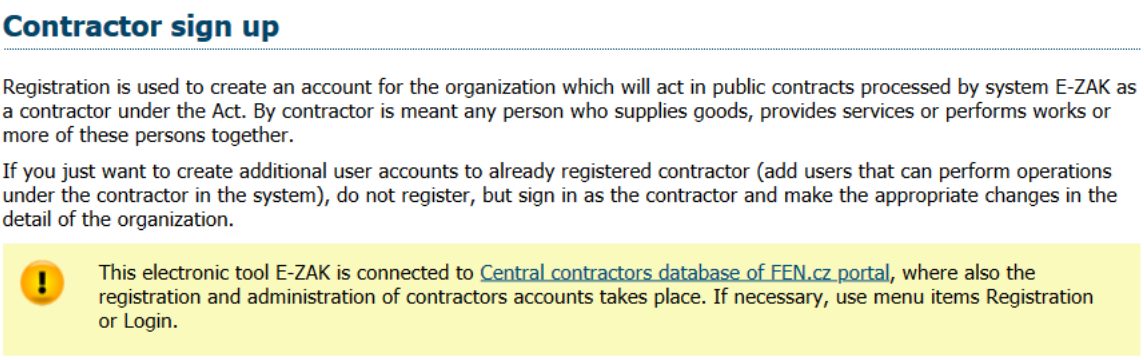
Contractor sign up

In order to be able to log into the E-ZAK system, it is necessary to sign up at FEN.cz (https://fen.cz/#/registrace) to the Central contractor database (CDD), where all the details and instructions for signing up are available.

After filling in all the necessary information, the registration of your organisation will be complete, however, in order to be able to create a user, log into the E-ZAK system, and to be able to send messages or offers, it is still necessary to complete the identity verification process.

The whole registration process may take up to 48 hours (on workdays), you can find the details here.

If you click on the link “Cotractor sign up” located in the left menu, the system will inform you about registration in the FEN.cz system.



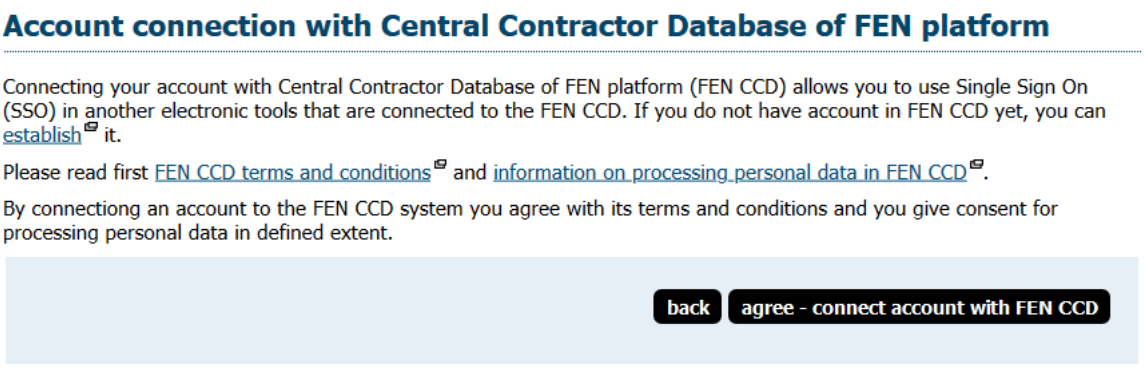
In case your organisation is already in the system, i.e. at least one member of your organisation has a user account in the FEN.cz system, ask the admin user (Administrator role) to create a new user account for you (for more information, see help).

The contracting authority can preregister a contractor organisation (e.g. as a result of assignation to a tender procedure). Given information will also be transferred into the Central database of contractors of the FEN system. An email will be sent to the given email address with a link for creating a user account and thus completing the registration of the contractor organisation.

Linking E-ZAK accounts with FEN CDD accounts

If you already have an account in E-ZAK, but the link with Central contractor database of the FEN system account has not been established yet, you may use Account Linking in the E-ZAK system.

After logging in, the system will offer you to link your accounts:

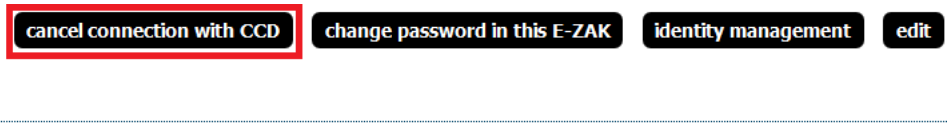


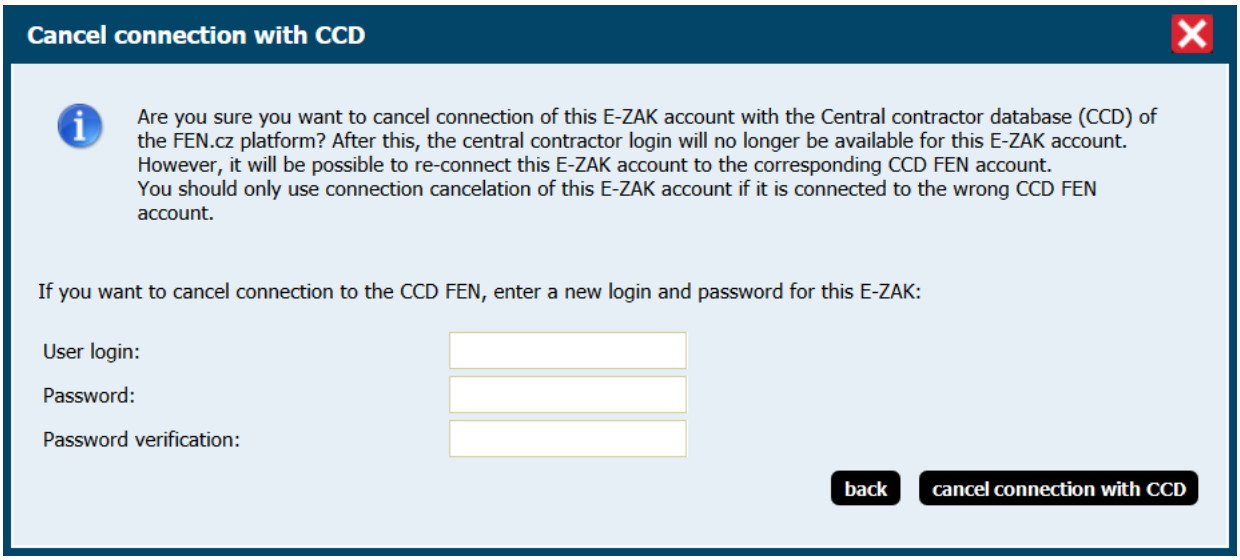
Unlinking E-ZAK and FEN accounts

In case you have more than one account in FEN CDD, which are linked with one or more E-ZAK systems (duplications may arise due to the migration of each individual E-ZAK tools in the case of users with multiple accounts in multiple E-ZAK tools), but you wish to use only one of them, then it is necessary to cancel the link with the account you wish to delete. In case you delete the account in FEN before unlinking the accounts, you will lose access to public contracts and messages, to which you have had access before.

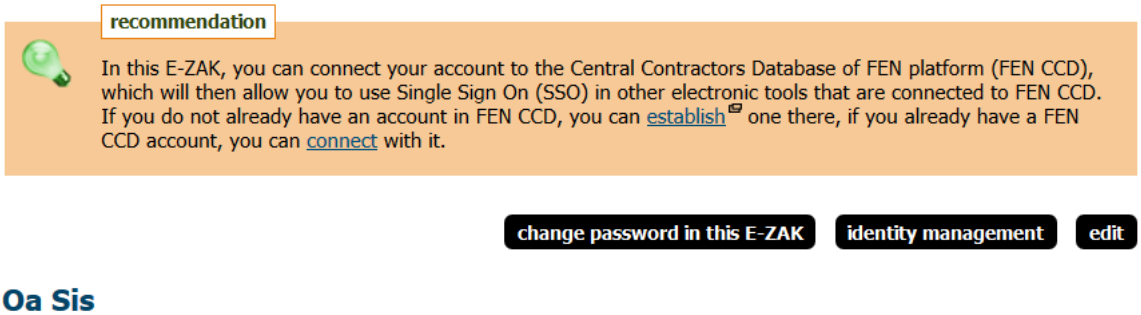
Log into E-ZAK through *Central Contractor Login*, where you will find the “cancel connection with CDD” button.

Upon clicking, a window will pop up.





Fill in your new login credentials for E-ZAK and click "cancel connection with CDD". Your accounts will unlink and on the User details page you will already find the login changes you have made, and further information that your account is not linked with Central Contractor Database of the platform FEN.cz and you may use account linking of the given E-ZAK tool under a different account, which you wish to use in FEN.



Electronic signature

As already mentioned, certain tasks must be signed with a valid electronic signature based on the *qualified certificate*. Signing is done using the "Signer" applet, whose graphical interface you can see in detail in figure 7 and on the page in figure 16 on the right side. Also available is the alternative solution without use of the Java applet, if this is allowed in the given E-ZAK, see chapter Signature without Java applet.

In the event that the applet is used to secure (encrypt) the website, whose certificate is not stored in your browser, you may first be queried to permit download of the applet from this website – see dialogue in figure 5. In such case, click **Continue**. (However, the correct solution is verification and import of the certificate of the server on which the website is running).

When downloading a website with a signing applet, it is further necessary to permit running of the applet (this concerns an application for the website) by clicking the **Run** button in the dialogue in the figure 6. If you select "Do not show this again for apps from the publisher and location above", you will not be queried next time to permit running of the applet in this place.

The first run of the signature applet may take some time – first of all , Java must start in the browser/system. Further loading of the applet within the framework of one running session of the browser is already significantly quicker.

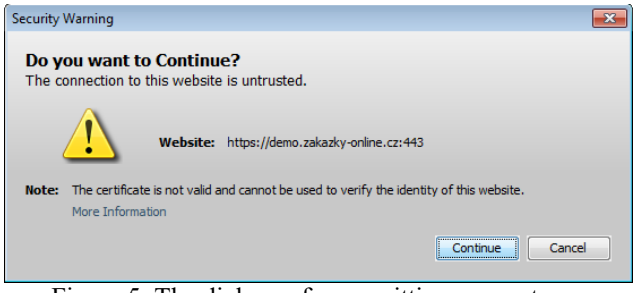


Figure 5: The dialogue for permitting access to an encrypted (https://) website with an unknown certificate

Figure 6: Dialogue for permission to run the electronic signature tool (Signer applet)

Correct function of the applet requires installation and activation of Java version 1.7 and higher in the web browser, see the chapter "E-ZAK system operating requirements".

If you have certificates installed in the system and are valid, their list shall appear in the applet box below the switch *I have a certificate stored in the system*. If this list is empty, or it does not contain a certificate suitable for signature in the E-ZAK tool, you can use a certificate stored in a file – in such case, use the switch *I have a certificate in a file* and select the certificate file using the button "**...**" (a dialogue appears as shown in figure 15). You must also enter the *Password* to this certificate file. File certificates type P12 (respectively, PKCS12) and PFX are supported.

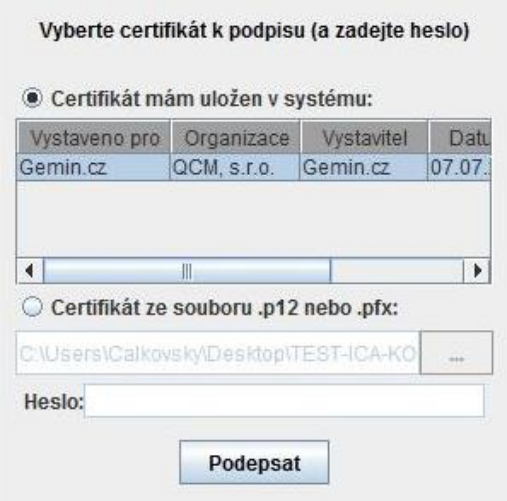
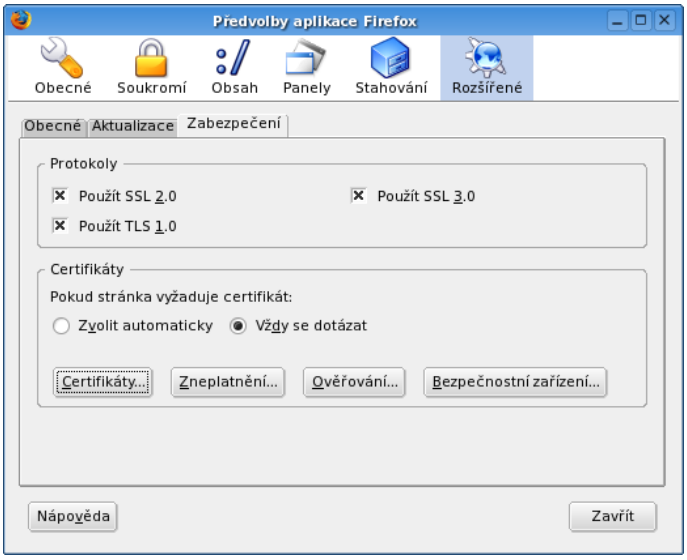


Figure 7: "Signer" applet

After selecting the certificate (and eventually entering the password), use the **Sign** button and wait for the operation to run (signing of the data, their transfer to the server and on-line authentication of electronic signature).

Certificate file

If you have a certificate installed in your web browser, but not in the system, and it is thus not displayed in the applet, or you have an older Java version, which does not support access to the system certificate storage location, or you want to use signature without applet, is is necessary to first save the certificate to a file of type PK12 or PFX and configure this file in the applet together with the password.



In the case of the Firefox browser, you will find the installed certificates in the settings (from the browser menu, select *Editing→Default settings* or *Tools→Options* according to the version), the configuration tool is displayed as shown in figure **Chyba! Nenalezen zdroj odkazů.**. Here, in the section *Extensions* on the *ecurity* tab, use the **Certificates** button. This displays the list of certificates installed in the browser according to the

type classified under tabs *Personal*, *Servers* and others. Select the first named tab, mark the required certificate and press the **Backup** button. Enter the file name, file location and the password for the certificate file. Since your private key is also saved to the file together with the certificate, it is necessary to protect this file properly – use a strong password and keep the file in a safe location.

In the case of Microsoft Internet Explorer, in the menu, select *Tools→Internet options*, in the configuration tool shown in figure 9, select the *Contents* tab and in the *Certificates* section, select the button of the same name. The certificates are again divided into several tabs. To backup/export the certificate, use the **Export** button, select **"Yes, export private key"**, enter the password and then the file location and file name (the certificate key shall be entered in a PFX type file).

The step-by-step procedure for export of a certificate in MSIE is shown in the following figures.

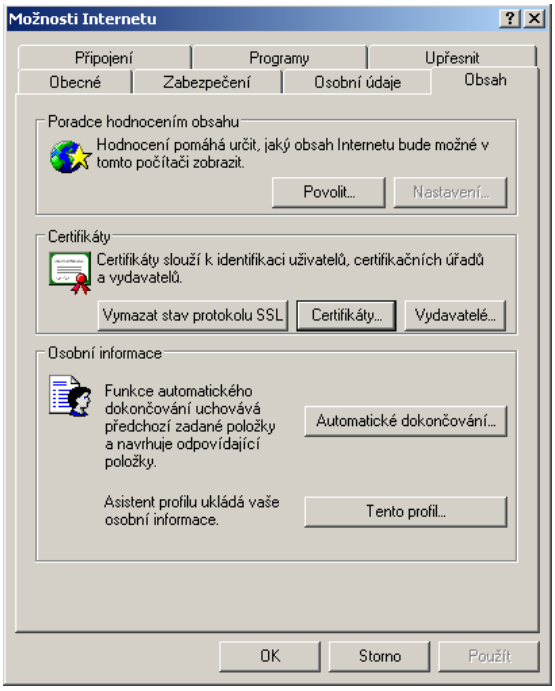


Figure 9: Administration of certificates in MS Internet Explorer

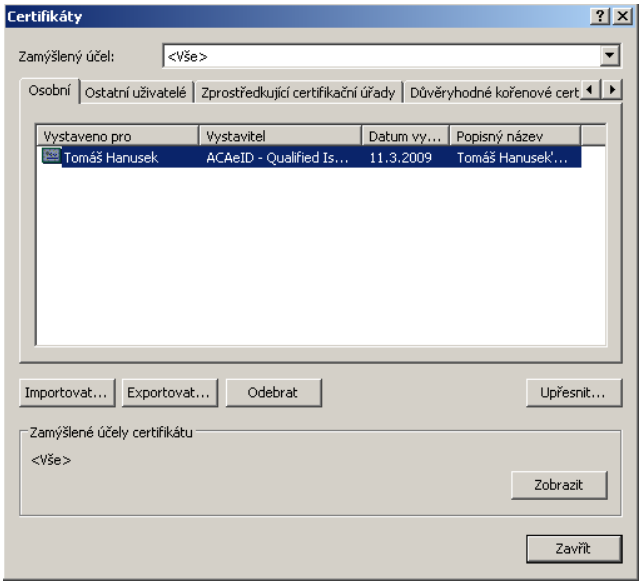


Figure 10: Selection of certificates for export

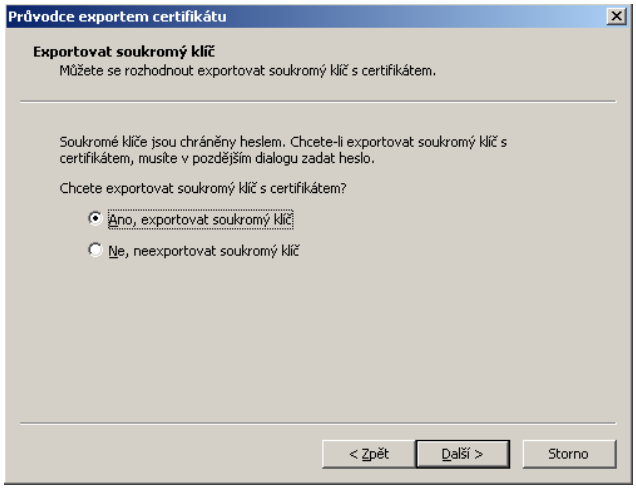


Figure 11: Selection of the private key export – if this option is not offered to you, the electronic signature certificate was installed in the system/browser without the option to export private key – in this case, the exported certificate shall not be usable in E-ZAK

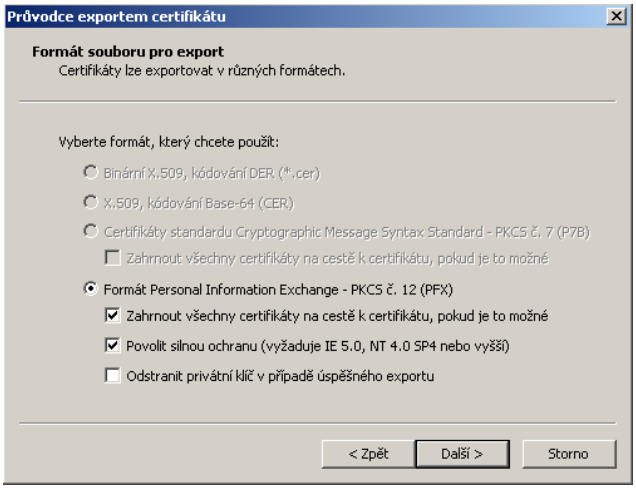


Figure 12: It is necessary to include all the certificates in transit to the certificate in the exported certificate, otherwise the exported certificate shall not be usable in E-ZAK

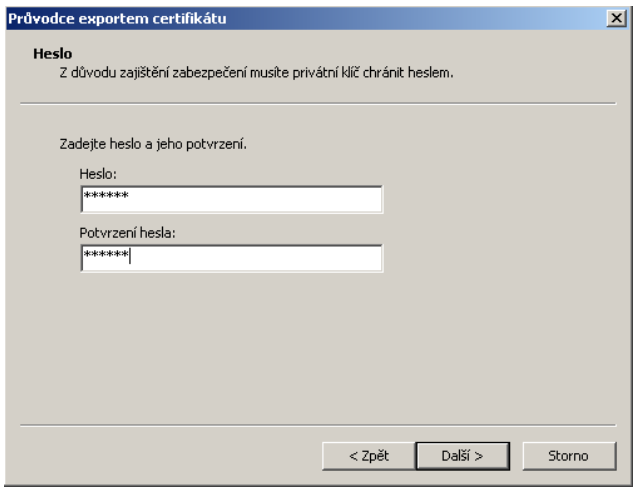


Figure 13: The certificate containing the exported private key must be protected with a secure password

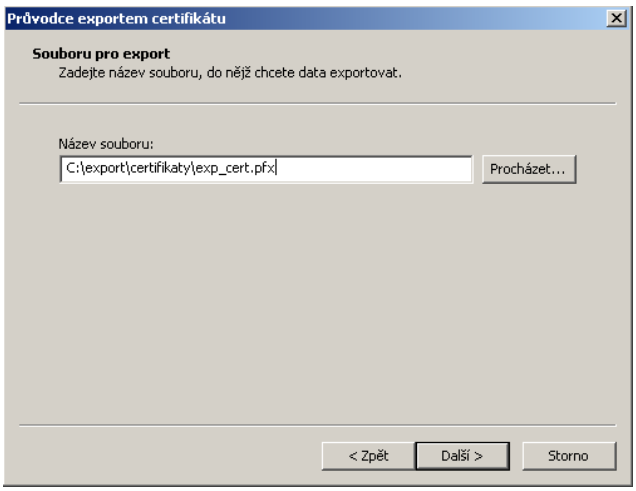


Figure 14: In the last step, set the location and name of the exported certificate

After successful export of the certificate to the file (P12 or PFX), it is possible to configure this file in the signature applet and enter the *Password*, which you defined during export/backup of the certificate.

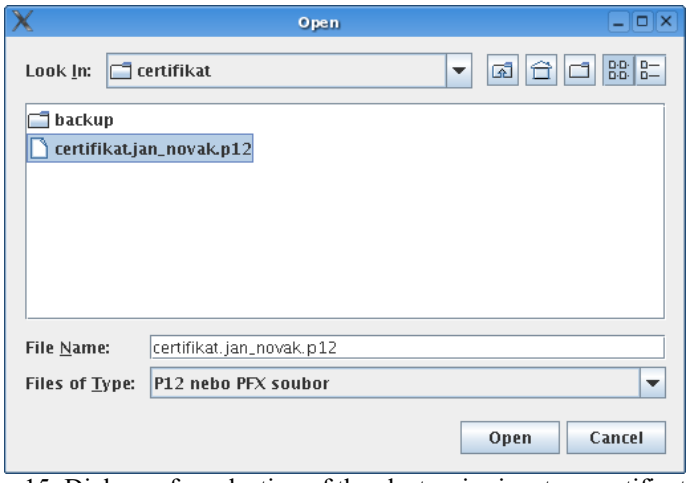


Figure 15: Dialogue for selection of the electronic signature certificate file

Signature may be required mainly in the following operations within the framework of the E-ZAK tool:

- first registration, or completion of contractor's registration in the E-ZAK system,
- sending of a message within the E-ZAK tool – request for additional information, request for access to the procurement documents, replies to messages, etc.,
- submission of electronic tenders or requests to participate.

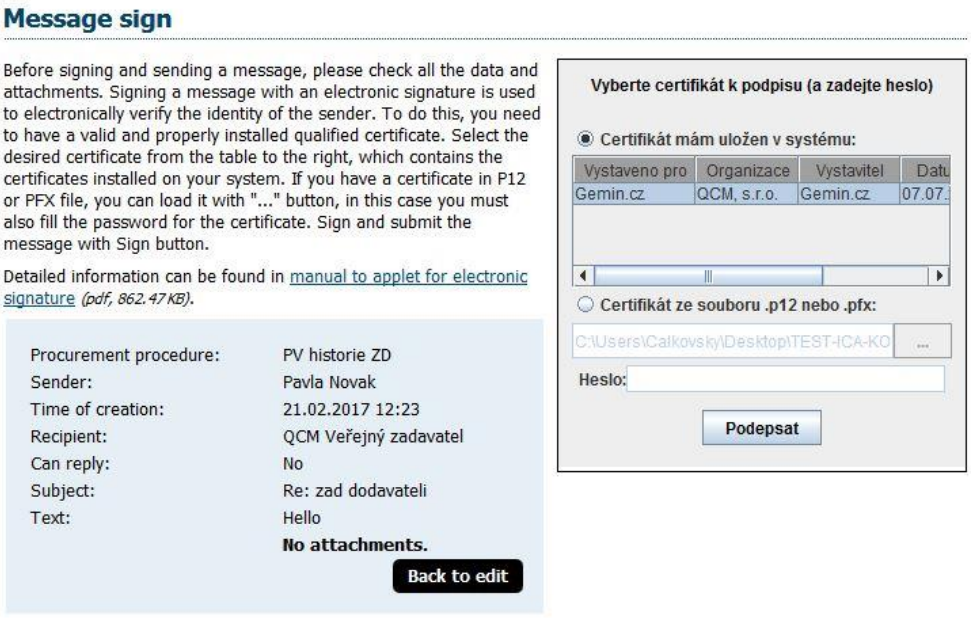


Figure 16: Form for signature of an electronic message

Accepted certificates

In compliance with the legislation, a signature is required using the so-called *valid electronic signature* (i.e. valid electronic signature based on a qualified certificate). At the time of issue of this manual, three CAs issued qualified certificates in the Czech Republic:

- Česká pošta, s.p. (http://qca.postsignum.cz)
- eIdentity, a.s. (http://www.eidentity.cz)
- První certifikační autorita, a.s. (http://www.ica.cz)

The current list is available at the website http://www.mvcr.cz/

Also accepted are electronic signatures based on a qualified certificate issued by a foreign provider according to the list at http://eutsl.3xasecurity.com/tools/index.jsp.

More details on the signature applet and electronic signature including troubleshooting advice are available in the *electronic signature applet manual* on the home page of the E-ZAK system.

Signature without Java applet

An alternative to signature using Signer java applet in E-ZAK is signature without this applet using modern HTML5 technologies, which naturally only support some browsers to the necessary extent:

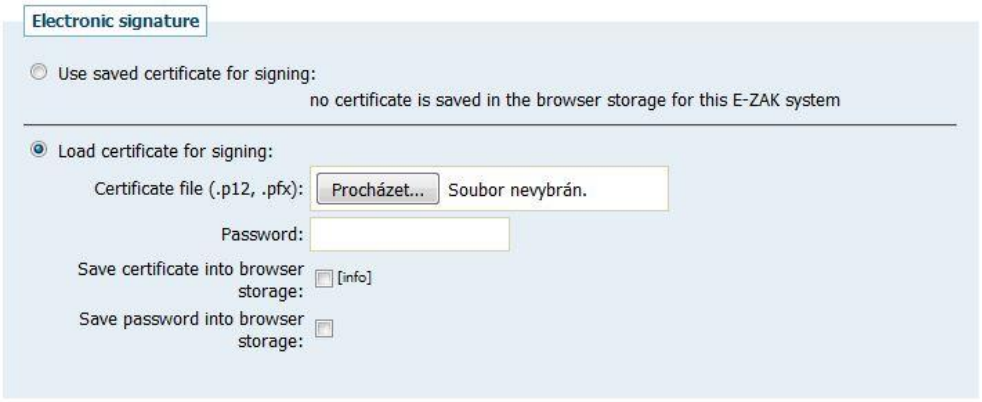
- Mozilla Firefox version 34 and higher,
- Chrome version 37 and higher,
- Microsoft Edge version 12 and higher,
- Opera version 24 and higher.
- Internet Explorer version 11 and higher.

This alternative must be activated in E-ZAK. If it is not available, contact the given E-ZAK provider to ascertain whether it is possible to activate it.

In some cases, E-ZAK even offers the users selection of the electronic signature method (e.g. for Firefox version 34 and higher, Chrome versions 37 - 44):

If you select "Sign **without using** java applet" (or the system detects that your browser does not support applets), then the next page for electronic signature of registration/message/tender bid shall at the end contain the **Electronic signature** block:

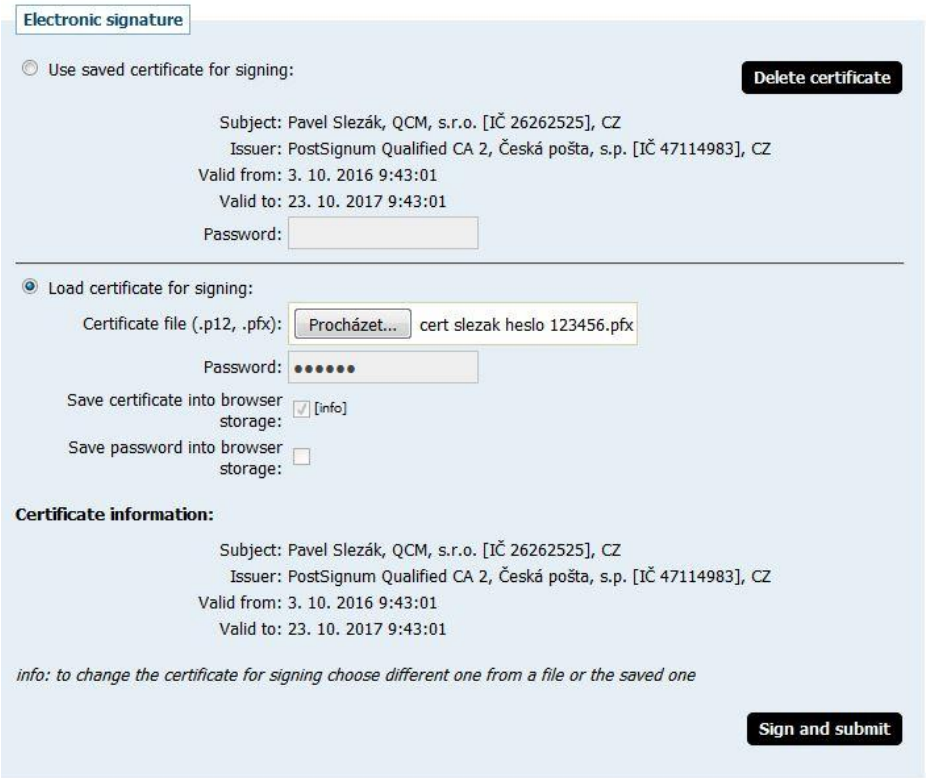
This mode of signature (without java applet) requires a valid electronic signature based on a qualified certificate (so-called guaranteed electronic signature) which is saved (exported) to P12 or PFX file including



complete certification chain (i.e. including the issuing authority certificates), see the chapter Certificate file.

Choose the corresponding certificate file for communication in the E-ZAK application using the button for selecting the file from your computer, enter the certificate password and then click the **Load certificate** button:

If you want to save your certificate to the browser memory for further use within the given E-ZAK, select the option **Save certificate into browser storage** and do so before clicking the **Load certificate** button. You



have the option **Save password into browser storage**, so at the next signature within the given E-ZAK only one click suffices (see below). The certificate and password can subsequently be deleted from the browser.

After loading, check **Certificate information** - whether it is the correct and valid certificate, which you want to sign the given electronic task. If you selected the incorrect certificate file, repeat the procedure, i.e. select the corresponding certificate file for communication in the E-ZAK application using the button for selecting the file from your computer, enter the certificate password and then click the **Load certificate** button:

If everything is in order, click the **Sign and submit** button and wait for the system to complete the process - in place of the button, you see the informative text **Please wait, data are being transferred and the signature is being verified**. In some cases, the operations can also take several tens of seconds (but not more than one minute) - data transfer and signature authentication take place on the server. It is necessary to wait for completion of this process and visualisation of the following pages (e.g. detail of the contract, where it is subsequently possible in the messages sent or the electronic tender bids to verify the time of delivery to the server).

This alternative signature option neither supports certificates stored in the system nor on chip cards. If you want to use such a certificate for electronic signature in E-ZAK, you must choose a browser and version that supports java applets.

Signing a large volume of data

In case you are signing a large volume of data (megabytes), it may lead to a situation, in which the signing applet will stop working (while “Signing” is being displayed), because it takes up all the memory, which is allocated for Java in browser. In this case it is necessary to increase memory capacity allocated for Java.

The process of signing itself is complete in a matter of seconds, however, large volumes of data transferred between browser and server may take up a lot more time, depending on the speed your of internet connection. For example, transferring 10MB of data with the speed of 1Mbit/sec (speed of data upload) may take up to 10 minutes. During this time applet provides user with information “Request signed, transferring data”. Please, wait until the transfer completes.

Browser settings test

Users who are signed in or not can use the the item *Browser settings test* in the left menu to test the functionality of the electronic tools within the framework of their Internet browser and operating system that comprises of two parts:

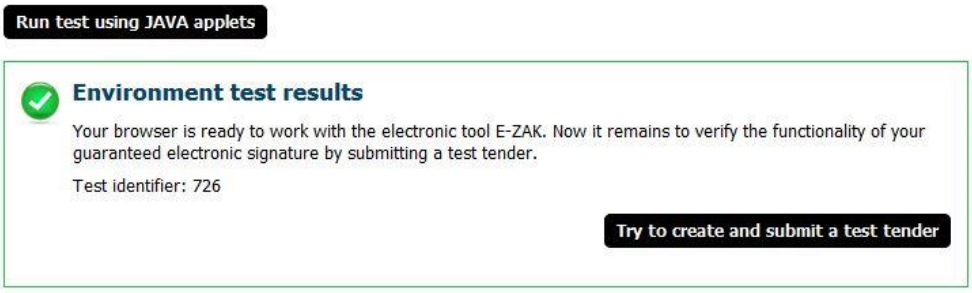
1. environment test and
2. tender submission test.

Environment test

This test examines essential parts of the Internet browser and its settings for working with the electronic tool E-ZAK. However, successful running of the test does not guarantee problem-free work with the electronic signature (see below). The following are tested:

- javascript (whether it is supported by the browser and is activated),
- operating system (type and version),
- Internet browser (type and version),
- cookies (whether they are supported by the browser and their storage is activated),

- java (type and version and if it is available in the browser) - it depends on the browser type and version; upon detection of a browser type and version that supports signature without java applet, this alternative is used automatically and java functionality is not tested at all; upon detection of a browser type and version that supports both options, a test of signature without java applet is primarily run with subsequent offer of the option **Run test using JAVA applets**:



> After running the test, you can be prompted to permit start of the Java Runtime Environment (JRE) and java applet test. It is necessary to permit their start.

You will be notified about the test result and if any of the tested components does not fulfil the necessary parameters, you will be notified of the troubleshooting method to remedy the situation, see problem with *Cookies* in figure 17. After troubleshooting, repeat the test.

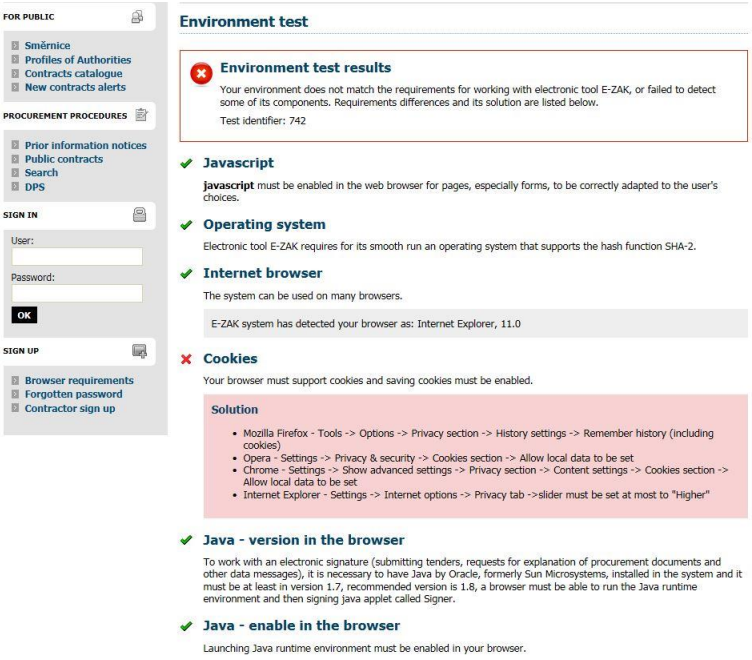


Figure 17: Environment test with faults

The environment test result should ideally be error-free (see figure 18). In such case the second tender submission test is offered.

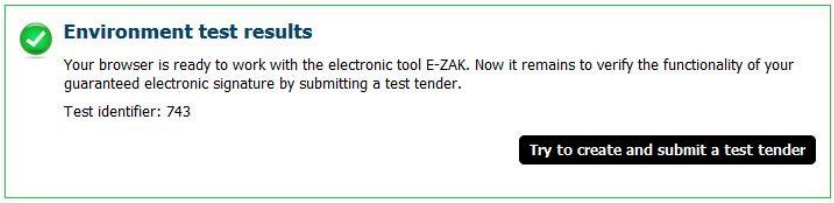
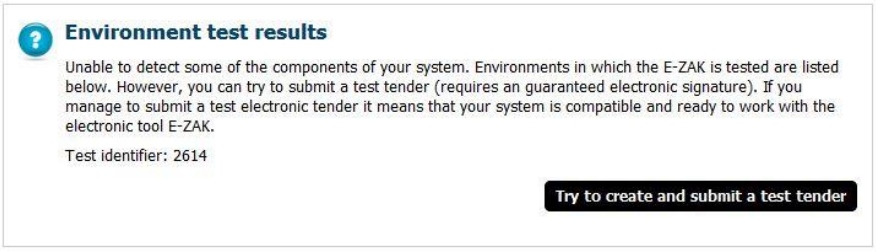


Figure 18: Environment test without errors (shortened to overall result)

In a case where the test does not detect fundamental problems, but it was incapable of verifying some data (e.g. browser or operating system type or version), an indeterminate test result is displayed, see figure 19,



which does exclude functionality and the second tender submission test is offered.

Figure 19: Environment test with indeterminate result

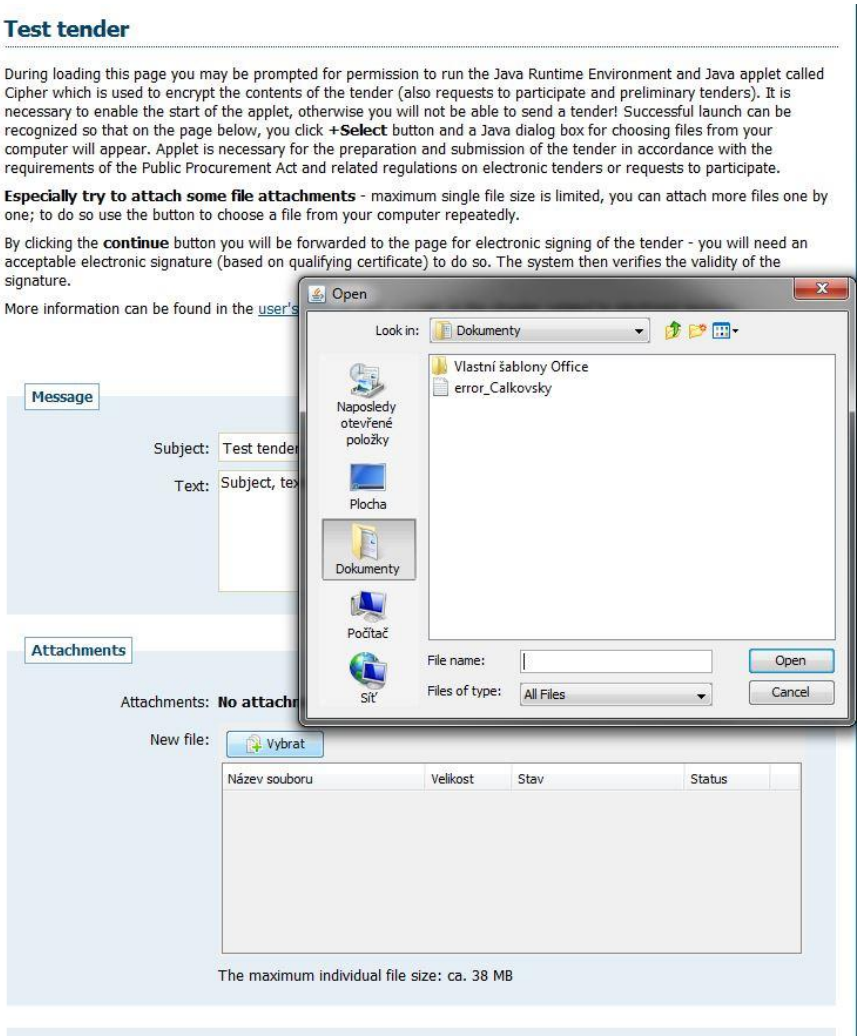
The result of each environment test is recorded and assigned an identifier. Using this identifier, the system operator is capable of searching for the test result and consulting solution of the problem.

Tender submission test

Within the framework of this test, you will be able to do a demo test of set-up and submission of an electronic tender comprising mainly:

- encryption of tender file attachments,
- electronic signature of the tender.

When loading the page for submission of test tender, you may be prompted to give permission to run the Java Runtime Environment and Java applet called Cipher which is used to encrypt the contents of the tender (also request to participate). It is necessary to enable the start of the applet, otherwise you will not be able to submit a tender. Successful launch can be recognised so that on the page below, you click **+Select** button and



a Java dialogue box for choosing a file from your computer will appear, see figure 20. The java encryption applet is necessary for the preparation and submission of the tender in accordance with the requirements of the Public Procurement Act and related regulations on electronic tenders or requests to participate.

Figure 20: Creation of a test tender – selection of attachments for encryption

If your browser supports signature without java applet, this option is selected automatically and the **Attachments** section contains the standard button for selection of the file from your computer. After its selection, the file is encrypted immediately and transferred to the server. You are informed about progress as shown in figure 21. Wait till the file is completely transferred to the server and its appearance on the list of *Attachments*. After which you can select the next file as an attachment, or **continue** to sign and submit the test tender.

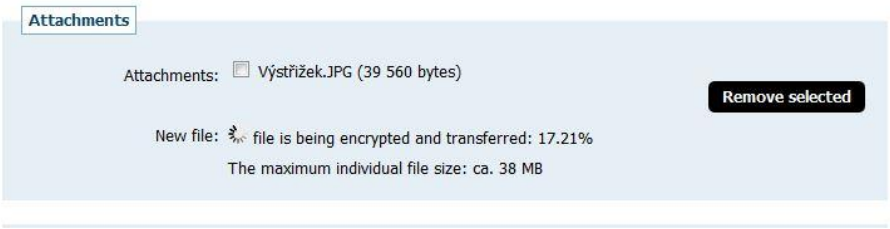


Figure 21: Progress of data encryption and transfer to the server without using java applets

If a web browser type and version that supports both options is detected, then the system primarily uses encryption and signature without applets and in addition, there is a possibility to display the option to switch to the variant with java applets at the beginning:

Encryption and signature within the (test) tender must be done in one way, if you want to use **Encrypt and sign using JAVA applets**, you must do so before actually filling (testing) of the tender and attachments. Selection of the method of encryption and signature can be opened again using the **delete contents of the test tender** button on the page for its creation.

By clicking the **continue** button at the bottom (see, for instance, figure 20) you jump to the page for electronic signature of the tender, to which you will need a valid electronic signature based on a qualified certificate. At the end, the system verifies the validity of this signature. The details of the electronic signature are given in chapter “Electronic signature” and even in greater detail in the *manual to applet for electronic signature*, which is available on the homepage of each E-ZAK system.

Basic orientation in the system

After signing in to the system as a contractor, you will see a screen similar to the one in figure 22. In the left column is a menu with items that change depending on the authorisation of the signed in user, or according to the contractor’s E-ZAK system configuration. The main part of the page then displays the contents of the executed actions.

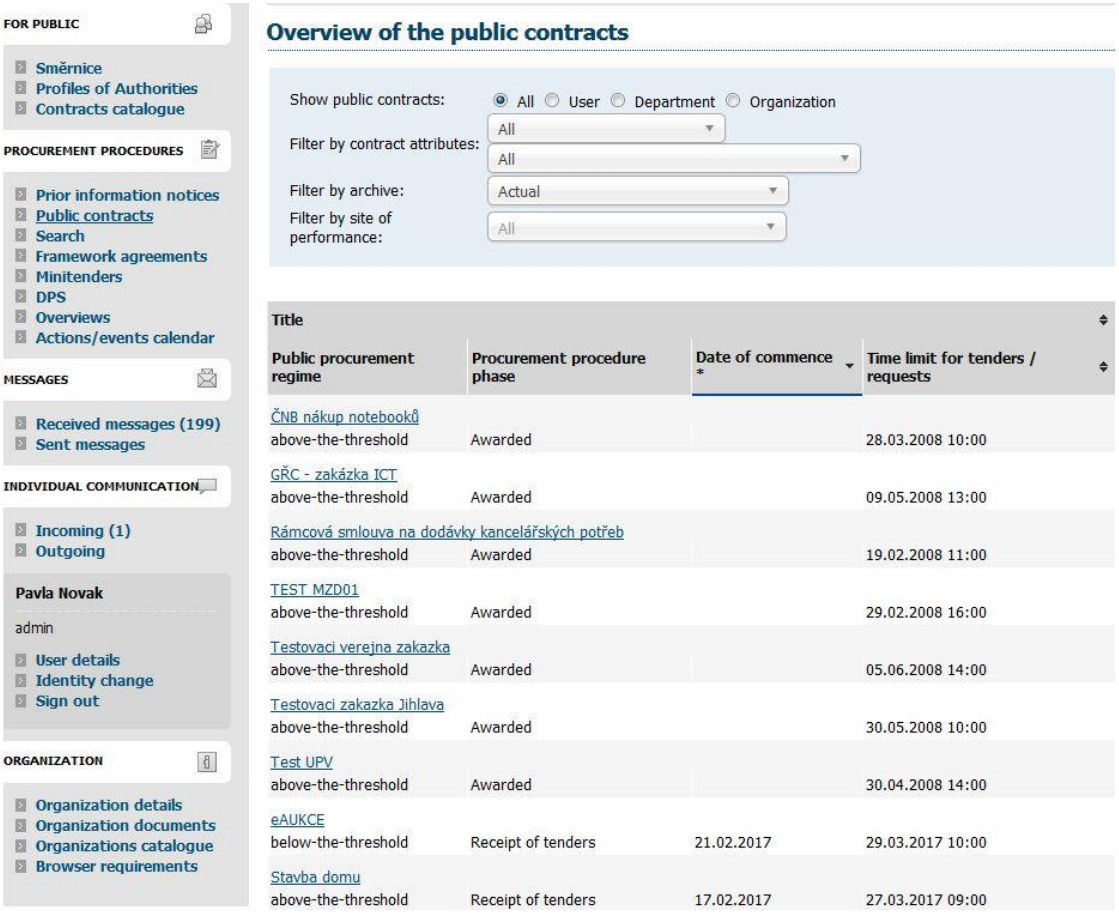


Figure 22: Basic screen after signing in of the contractor

The confirmed text in the menu and main part of the page comprises links that can be clicked. In most cases, this concerns links in the E-ZAK application, i.e. after clicking such a link, the application executes some operation. Other active elements are various icons.

Main section of the page

In the main section of the page on the right side of the menu, data and information are displayed depending on the selected function – e.g. overview of public contracts, detail of the public contracts, reports, forms for editing the organisation and users' data, etc.

The main section of the page contains a *trail of hyperlinks* (with the exception of the welcome page), *page header* and the actual *content*.

The so-called trail of hyperlinks is intended for quicker navigation through the system – this is a line of type
welcome page » public contracts » Public contract title » *public contract detail*
that describes the actual location of the displayed page in the overall structure. By clicking the underlined items, you quickly jump to the appropriate level or a specific parent page.

Menu in the E-ZAK tool

The items displayed in the left column of the E-ZAK application menu are divided into several thematic blocks:

- **Procurement procedure** – chapter "Overviews and detail of public contracts",
- **Messages** – chapter "News",
- **Individual communication** – chapter "Individual communication"
- ***user*** (block **Pavla Pavlů** from figure 22) – chapter "Management of users and the organisation",

- **Organisation** – chapter “Management of users and the organisation”.

The left menu shows the name and surname of the signed in user and just below it the role assigned to him in the E-ZAK tool (see chapter “User roles in the system”).

Management of users and the organisation

Within one registered organisation, it is possible to create accounts for multiple users – the may be created by a user organisation management authorisation in the E-ZAK tool. This user has authorisation to edit the data of his organisation and its members-users.

Organisation management

The actually signed in user uses the menu item *Organisation detail* for administration of the organisation. The buttons and icons for editing the organisation, department and users here are only available to the user with an active “organisation administration” role in his profile (see chapter “User management”). The rest of the users here can only edit their own user accounts.

By clicking the menu item *Organisation details*, you get an overview like the one shown in figure 23. Here, the administrator of the organisation has authorisation to add a department/organisational unit (**add department**) or **add user** button.

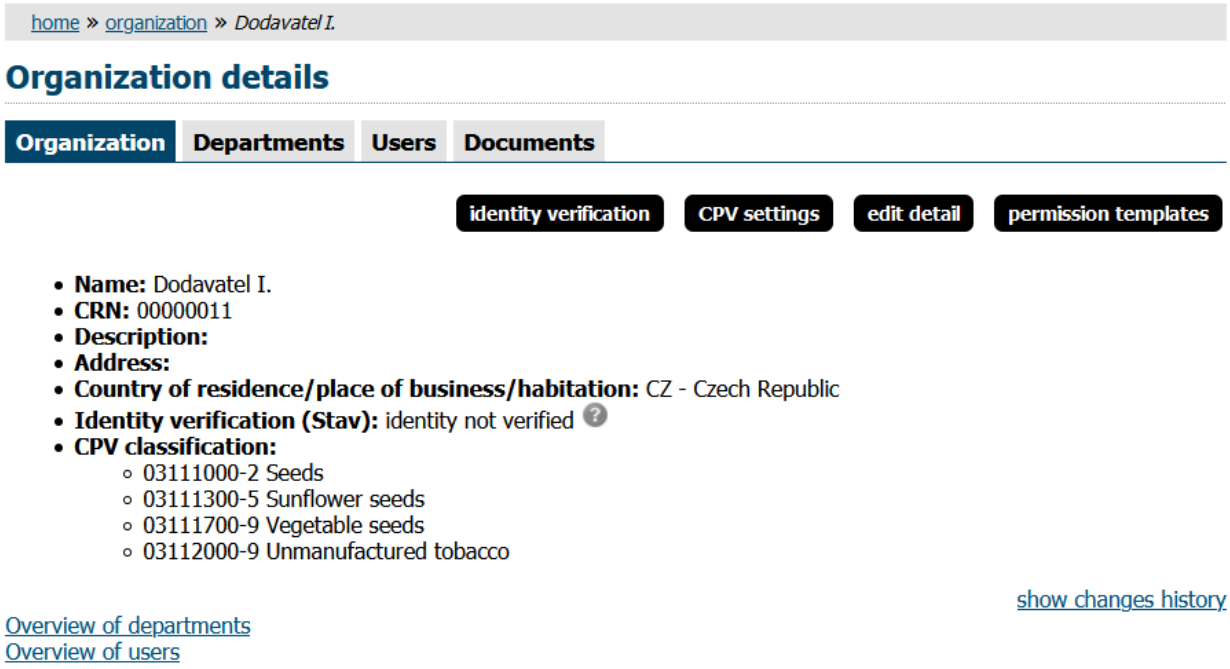


Figure 23: User’s organisation details

Upon clicking the name of the organisational unit or user name, the details of the given item will appear. In brackets against the name of the user is his login name to the E-ZAK system and also the department, which was set for the user. Beside the name of the department, it is possible to show the text “department does not have a public contracts manager!” - this happens in a case where the department does not have a user or none of the users in the department has the authorisation “sectional public contracts manager” (see the chapter “User management”).

Removing organisational unit or users of an organisation is possible using the red icon beside the given item. **However, it is necessary in this case to act cautiously especially where the given user is assigned to a**

public contract. It is possible to edit the department/organisational unit using the icon beside the name of the department in the organisation details or using the **edit** button in the department details.

The **edit** button in the block *Organisation details* offers the organisation administrator an option to edit the data of the organisation to which the user belongs.

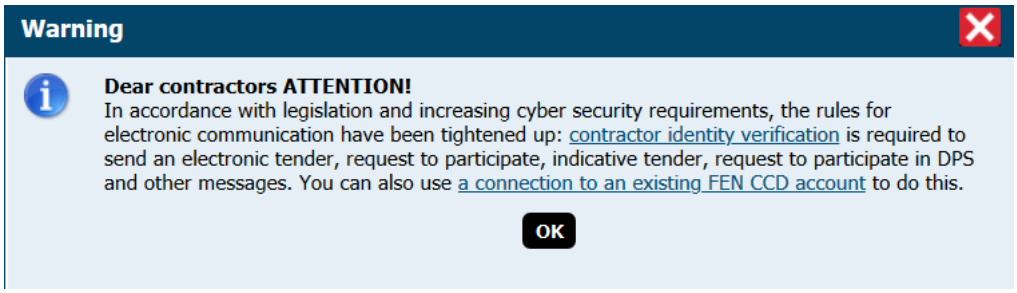
Identity verification of organisation

Identity verification serves the purpose of strengthening trustworthiness of subjects within electronic processes of procurement procedures in the E-ZAK system (electronic communication, sending electronic offers, etc.).

WARNING:

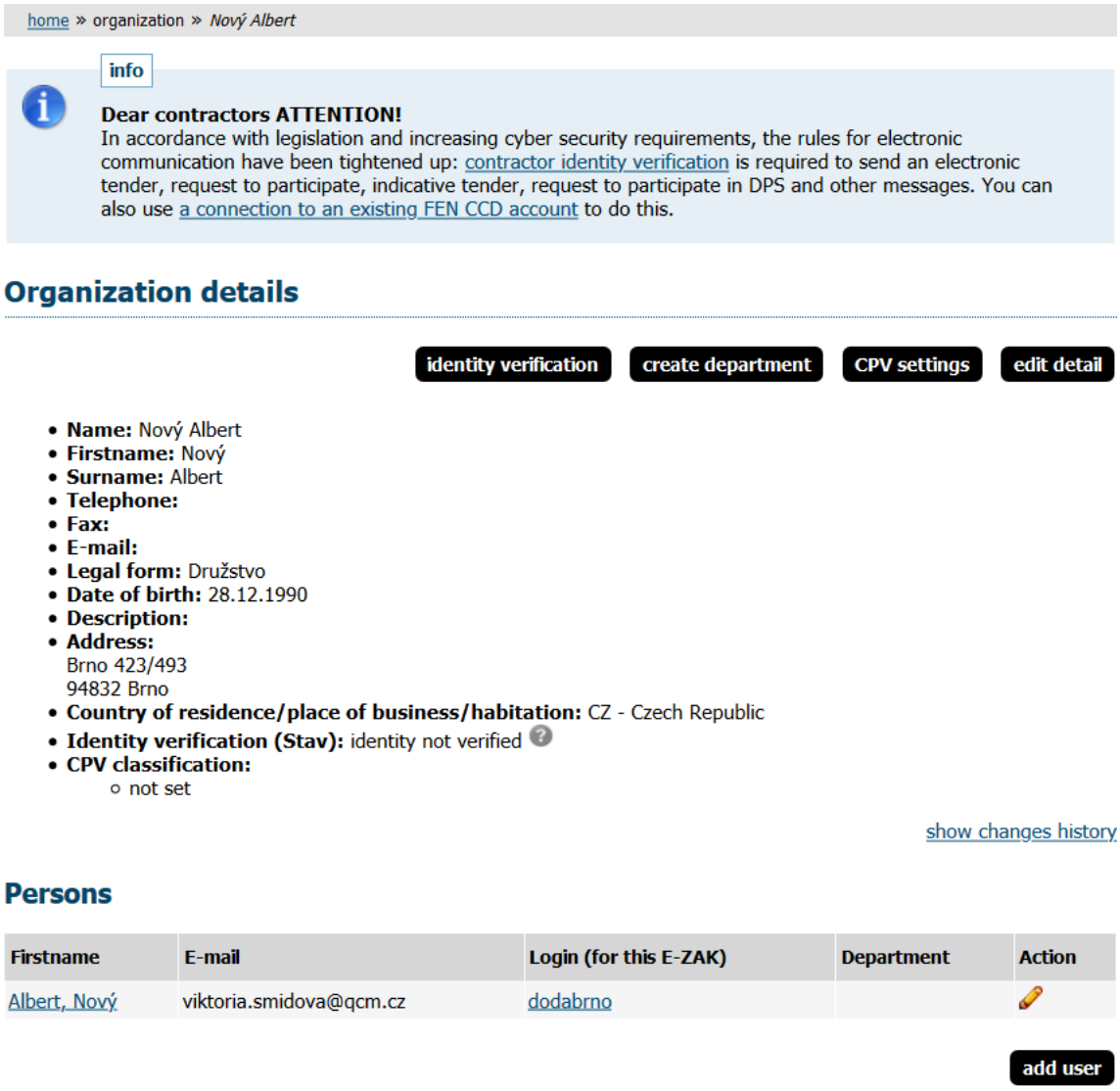
In accordance with legislation and increasingly frequent requests for cybernetic security, the rules for electronic communication have been made more strict. In order to be able to send electronic offers, requests for participation, preliminary offers, requests for participation in DNS and other messages, identity verification is required. The system informs users about this after login.

After logging into the E-ZAK system, a window with information regarding the obligatory identity verification required for sending offers, requests for participation or messages pops up.

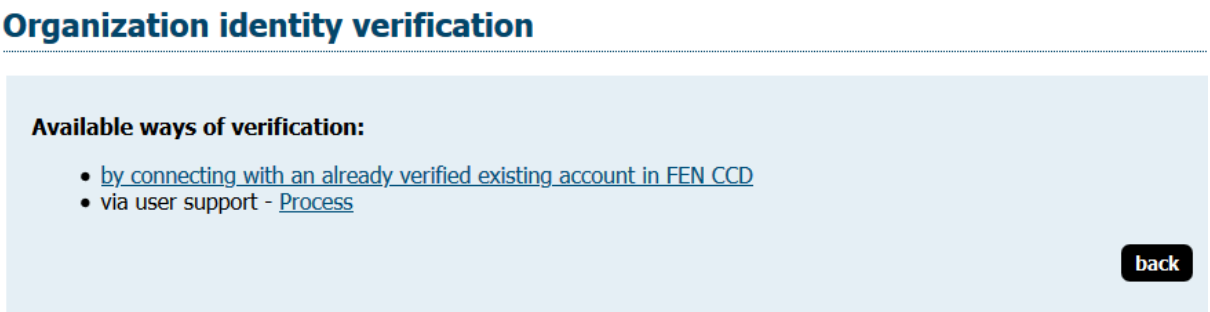


This warning for users will stay visible on every page, until the user completes the verification process. At the same time, the system will not let the contractor send an offer or a message (no button for such actions will appear).

If you use login through CDD FEN option, then the identity verification of your organisation will automatically transfer into the E-ZAK system and there will be no further action required from you.



If your account is not linked with CDD FEN yet (you log into E-ZAK locally), a list of options will be displayed:



If you have logged in through CDD FEN, but you have not verified your identity yet, a window will pop up in E-ZAK, informing you that identity verification is only possible through the FEN system:

Identity verification through customer support

Please send a message containing required information to e-mail address podpora@ezak.cz or data box of the company QCM, s.r.o. (2w8vviz). The message should contain:

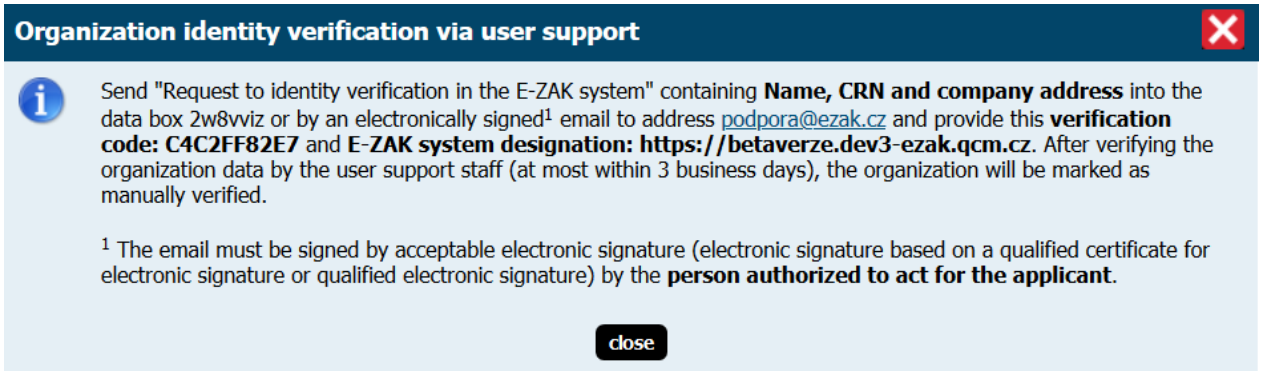
Subject of the message = "Request for identity verification on E-ZAK XXX (XXX = URL address of the specific E-ZAK system, e.g. https://ezak.mpz.cz)"

Official name of organisation

CRN (IČO)

Verification code

To acquire the verification code, click "Process" on the E-ZAK page "Identity verification".



After verifying given data by our customer support, the organisation will be marked as manually verified. If the message was sent by e-mail, the e-mail needs to be signed with a recognized electronic signature based on a qualified certificate by a person authorized to act on behalf of the applicant.

User management

The name of the actually signed in user is shown in the left menu together with his user role in the E-ZAK system. To display the information about the actually signed in user, the menu item *User detail* is used. Display of the details of the other users, who also have own accounts within the framework of the organisation, is possible through the *Organisation details*, where a list of the people in the given organisation

is displayed, as shown in figure 23. You get the details of the rest of the users by clicking the given name (here, the brackets after the name also show the login name – user login).

Figure 24: User detail

In user details, it is possible to use the buttons to edit the user profile and change of password, the administrator of the organisation additionally has the option to assign a user to a specific department of the organisation and further set the Authorisation of the given user within the E-ZAK tool, see figure 25.

Figure 25: User permissions settings of the contractor in the E-ZAK system

Significance of permissions in the E-ZAK tool:

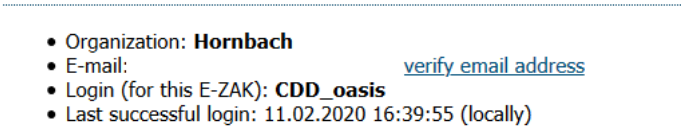
- **Organisation management** – this permission allows editing of data relating to the organisation (menu item *Edit organisation*), add or remove users of an organisation and its organisational units/departments and edit the profiles of all users,
- **Is administrator of departmental public contracts** – such a user automatically gets access to every public contract of his department and should perform a supervisory function of some sort.

Significance of permissions (roles) in the FEN tool:

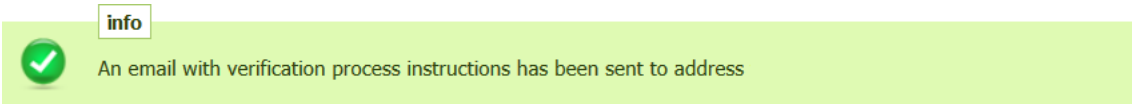
- **Administrator** – is able to create/edit its organisation units and users in FEN. By setting this role, the permission "Organisation management" will automatically be assigned to the user in E-ZAK.
- **Contract participant** – is able to see accessible contracts and perform actions related to participation in the procedures. By setting this role, the permission "Is administrator of departmental public contracts" will be assigned to the user in E-ZAK.
- **Observer** – can "observe" contracts of its organisation units in FEN. Setting this role has no effect on user permissions in E-ZAK, no permission will be assigned to the user in E-ZAK.

E-mail address verification of user

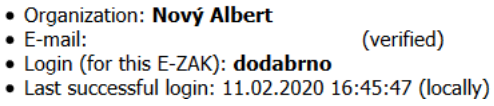
E-mail address can be verified by a user on the "User details" page.



After clicking “verify e-mail address”, information about a notification sent will pop up.



As soon as you complete the verification through the link given in the sent email, new information about the state of the verification will appear on the “User details” page.



Account linking with Central Contractor Database of the platform FEN (FEN CDD)

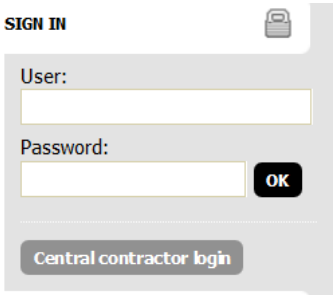
Central Contractor Database of the platform FEN (referred to as FEN CDD from now on) introduces the possibility of the so called Central login (Single Sign On – SSO) for electronic tools linked with the platform FEN.cz.

Other than the individual E-ZAK electronic tools, it is currently possible to link accounts with the following electronic tools:

- Tender Arena and TENDERMARKET of the company Tender Systems, s.r.o.

- in the near future Portál vhodného uveřejnění společnosti QCM, s.r.o.

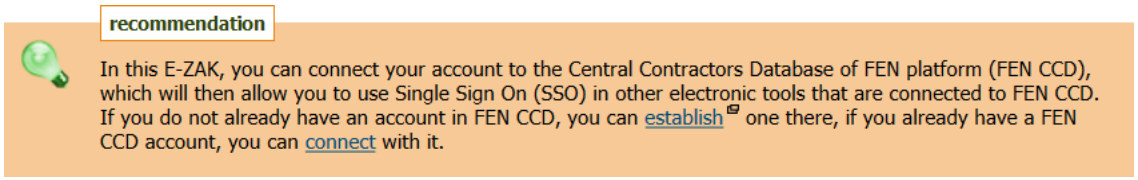
It is possible to determine if the specific E-ZAK system allows linking accounts with FEN CDD. If the system does allow the linking, there should be a button “Central contractor login” in the left menu, under “Sign in”.

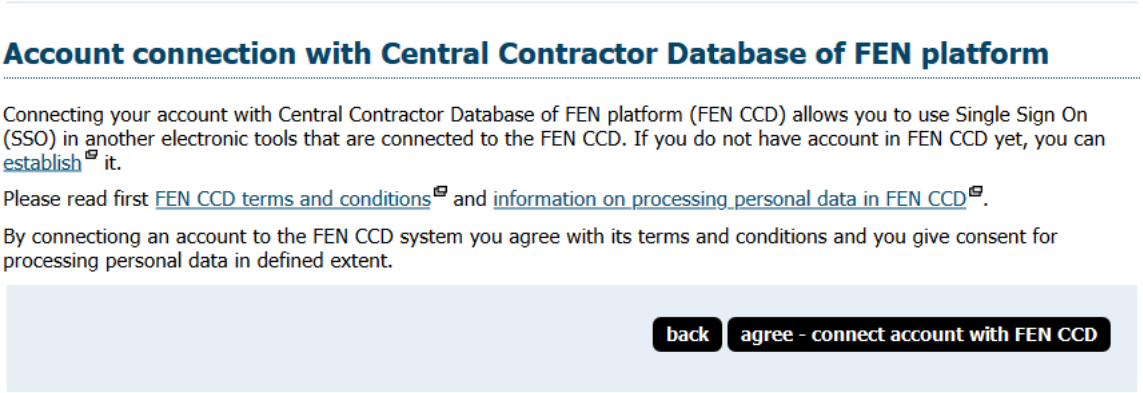


In case you already have an active account in FEN, clicking the button “Central contractor login” will suffice and the system will log you right in.

If you enter E-ZAK through a contract on FEN, using the button “View tender procedure in source system”, the system will redirect you right into the specific E-ZAK system’s detail of the contract and you will be logged into E-ZAK as well.

In case you already have a FEN account, but it has not been linked with a specific E-ZAK yet, then after logging into E-ZAK, you may use the link “connect” as shown in the image below.





After clicking the button “I agree – link my account with FEN CDD”, the system will redirect you to a page for login in the FEN system, where you may finish the process.

As soon as you complete the linking of accounts in FEN CDD, you may use “SSO login” by simply clicking the button “Central contractor login”, where you should enter the username and password set while activating the FEN account.

After logging in on the FEN page, you can search for contracts that may interest you on the “Contracts” FEN page. On the detail of the contract you can click on the button “View tender procedure in source system”, upon which you will be redirected to the contract and in case you have completed registration in that system, and a linked account, you will also be automatically logged in.

Administrator of the departmental public contracts

A specific role in the E-ZAK tool is the so-called “Administrator of the departmental public contracts”. This is a user who has permission of the same name in his profile, see figure 25. This user subsequently performs some sort of supervisory role above the public contracts of his department in the system. This permission has the following consequences:

- the user has access to all the public contracts of his department, respectively, organisation, although he is not assigned to them as an authorised person – he can assign himself to any of his department’s public contracts and execute operations to which he sets permissions,
- the administrator of the departmental public contracts is the recipient of the system messages, which, for instance, notify that the organisation was assigned as a contractor to some public contract,

- the administrator of the departmental public contracts is the recipient of all individual messages, even if he is not assigned to the given public contracts,
- the user has available the menu item *Overviews*, which displays the list of public contracts to which the organisation is assigned as a contractor, but which are not the responsibility of any specific user within the organisation; this overview is displayed to the the administrator of the departmental public contracts immediately after sign-in and his **task is to set the authorised persons for these public contracts in his contractor organisation**.

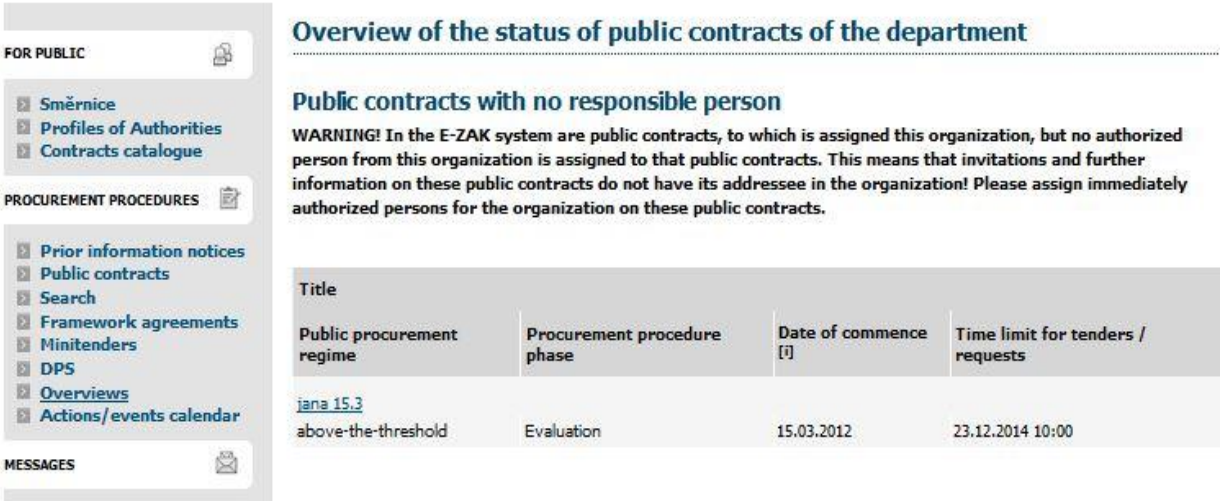


Figure 26: *Overviews* – list of public contracts to which the organisation is assigned, but without authorised persons

Tender authorisation

Assignment of specific authorised persons to a specific public contract is done on the detail of the public contract in the block *Authorised persons of the contractors*, see figure 27, and is done in two steps. It is first necessary to select the user of the organisation who has a valid account in the E-ZAK tool, and subsequently set his permission to the public contract. If no permissions will be set, respectively, the users shall be stripped of all permissions, this user shall be removed from the list of authorised persons to the public contract.

Figure 27: The settings of the contractor's authorised persons for the public contract

Significance of the individual permissions of users for the individual procurement procedures is as follows:

- reply to order – if this concerns an order, then the user with this permission can reply to the contracting authority,
- reply to invitation – user can accept or reject the invitation to the provision of performance within mini tender, see the chapter "Invitation to provision of performance",

- reply to individual messages – if the contracting authority sends an individual message to the contractor, then the user with this permission can reply to individual messages,
- invalidate tender, request to participate – user can cancel already sent electronic tender or request to participate and therefore will be able to send a new one, if the deadline for receipts is still pending,
- messages on public contract notifications – user will receive email notifications on received messages on the contract
- observer of the electronic auction – In the event that the contracting authority establishes an electronic auction within the evaluation of tenders, then a user with such permission has access to the given auction house,
- can submit new auction values – user is permitted to change auction values in electronic auction.
- set other authorised persons – user can change his permissions to the public contract, add other authorised persons and change their permissions,
- authorised person of the organisation – basic permission necessary for the user to be assigned to the given public contract and **be able to see, for instance, an invitation or other message** intended for the contractor's organisation,

Organisation documents

Within the framework of this menu item, it is possible for the users within the framework of the organisation to share documents, which may be used as templates or other standardised documents for the procurement procedure.

Ordinary users have the option to download documents, the administrator of the organisation can moreover

edit (add, delete, update, change name, description, sequence).

Figure 28: Templates of the documents of the organisation

Overviews and detail of public contracts

The welcome page shows an overview or running public contracts, i.e. contracts for which the tender procedure is still in progress, have not been cancelled or awarded (see figure 2).

Using the menu item *Public contracts,* it is possible to display the lucid table of public contracts, at the head of which it is possible to filter the public contracts according to the assumed value and phases of the

procurement procedure. If the user is signed in, he may additionally display only those public contracts, to which his organisation, department or he himself has been assigned – this concerns cases in which the contracting authority restricts the circle of contractors to the public contract. In the case of such public contracts, the assigned contractor usually has a larger number of options than the other-unassigned contractors (e.g. download of documents on demand, etc.).

Figure 29: Overview of public contracts – filtered list

The table containing the overview of the public contracts (see figure 2 and 22) shows the public contract title, type according to the assumed value, phase of the procurement procedure, date of commencement and deadline for submission of tenders/requests. By clicking the title of a given public contract, the detailed

information of the public contract is displayed.

Figure 30: Public contract details

By clicking the colour header of the individual blocks, you alternately unfold and close them. Upon first display of the public contract details, usually only the "Information on public contract" unfolds. Thanks to Cookies technology, the browser for the duration of its running session remembers the last method of display of the information on public contract and displays further public contracts that you click in the same manner.

Procurement procedure phase

Each public contract goes through several phases during the procurement procedure. Depending on these phases, various actions and tasks are possible in the E-ZAK system. Their overview from the viewpoint of the contractor are shown in the following table. Sequence and representation of the individual phases subsequently depends on the specific type of procurement procedure.

Phase name	Phase significance	Possible actions in the E-ZAK tool

Phase name	Phase significance	Possible actions in the E-ZAK tool
Proof of qualifications / Receipt of requests to participate in DPS1	◆ contractors submit requests for participation in paper form to the given address or electronically via E-ZAK and prove their qualification ◆ a phase is limited by the date for submission of requests to participate	◆ download qualification/procurement documents, if available ◆ request for an explanation/additional information/changes in the procurement documents ◆ submit an electronic request to participate, if the contracting authority permits (in DPS only electronically)
Evaluation of qualification / Assessment of requests to participate in DPS	◆ the contracting authority evaluates requests to participate, ◆ by sending invitations, the contracting authority initiates the Receipt of tenders phase	◆ selected contractors receive an electronic invitation to submit tenders, respectively, to participate in the procedure ◆ phase without direct interaction of the contractor in the E-ZAK tool
Receipt of tenders	◆ contractors submit tenders in paper form to the given address or electronically via E-ZAK	◆ request for procurement documents, if they are provided on demand ◆ download procurement documents, if they are provided by unrestricted direct remote access or access to them has been provided to the user ◆ request for an explanation/additional information/changes in the procurement documents ◆ submit an electronic tender, if the contracting authority permits
Negotiation	◆ contracting authority negotiates with the participants	◆ possibility to reply to individual messages sent by the contracting authority
Evaluation	◆ the contracting authority evaluates tenders	◆ possibility to reply to individual messages sent by the contracting authority
Evaluated	◆ the winning tender has been selected	◆ possibility to reply to individual messages sent by the contracting authority ◆ if the contracting authority allows, the contractor sees the result of his tender
Awarded	◆ the public contract has been awarded	◆ possibility to reply to individual messages sent by the contracting authority ◆ display and download a public document
Cancelled	◆ the public contract has been cancelled	◆ phase without interaction of the contractor in E-ZAK

Procurement and qualification documents

The E-ZAK electronic tool supports provision of the procurement documents in electronic format both in the

1 Dynamic purchasing system, see chapter “Dynamic purchasing system”.

form of unlimited and direct remote access (hereinafter also referred to as “without limitation”), and on

Figure 31: Procurement documents to the public contract

demand. In case of unrestricted and direct remote access, the procurement documents provided for download to both the signed in contractors and the public – figure 31.

If the procurement documents are provided electronically on demand, the **signed in users** have the possibility to request access to such procurement documents. Using the **Submit request** button (see figure 32), the form for submission of a message is displayed – request for procurement documents. In the message, the subject and text of the message are pre-set; they usually need not be changed. The request must be signed with the valid electronic signature. Simultaneously with the positive answer of the contractor to this request, the contractor is granted access to the procurement documents (upon signing in to the system).

The contracting authority also has the possibility to provide the qualifications documentation for download if all the qualification requirements are not defined within the notice or invitation.

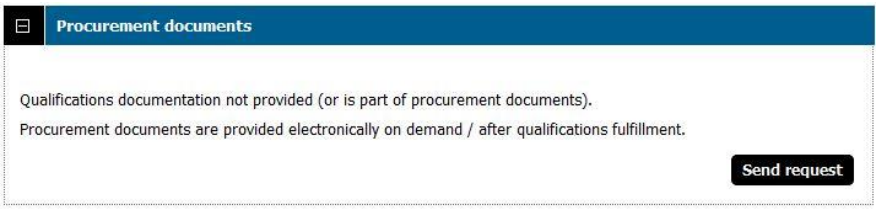
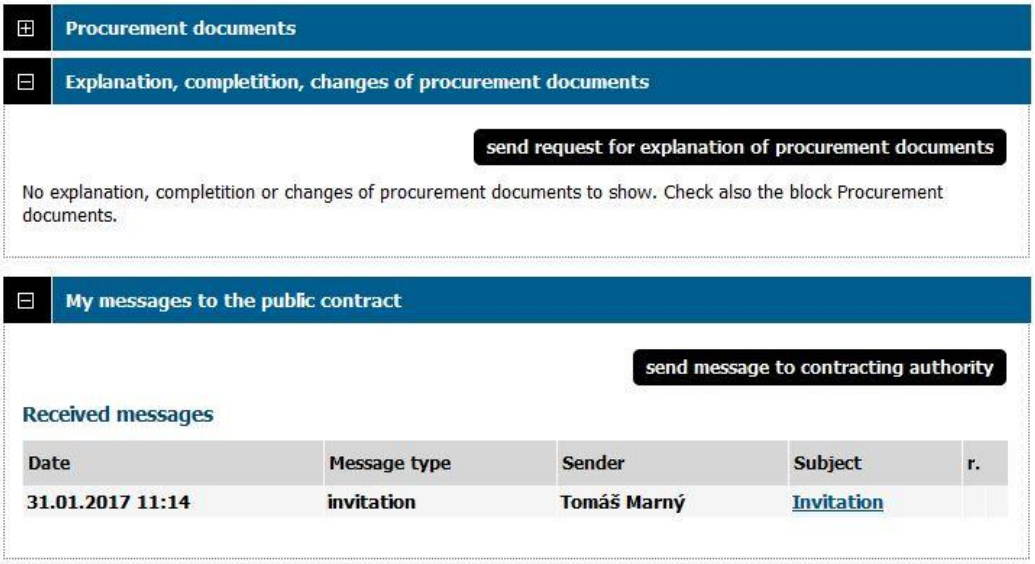


Figure 32: Procurement documents on demand – signed in user

Explanation, completion, changes of procurement documents

Signed in users – contractors – have the possibility within the framework of the E-ZAK system in certain phases of the procurement procedure to request the contractors for additional information regarding the contract assignment conditions. To do this, we use the **send request for explanation of procurement documents** button in the detail of the public contract, in the section *Explanation, completion, change of procurement documents* (see figure 33). Here, the answers and other published information related to the displayed public contract appear.

Figure 33: Overview of messages and requests for explanation of procurement documents



to the public contract (signed in contractor)

News

Within the framework of the E-ZAK system, a system of **internal messages** is used – this concerns messages related to the procurement procedures of the individual public contracts, e.g. invitations, requests for explanation of procurement documents and their answers, requests for provision of procurement documents and their answers. **Access to these messages is possible only after sign in to the E-ZAK system**.

To display the overview of messages, the left menu items *Received messages* and *Sent messages* in the section **Messages** are used. In this overview, which is shown in figure 34, it is possible to view an individual message by clicking the link in the "Subject" column. The link in the column "procurement procedure" then serves for quick switching to the public contract detail, to which the given message belongs.

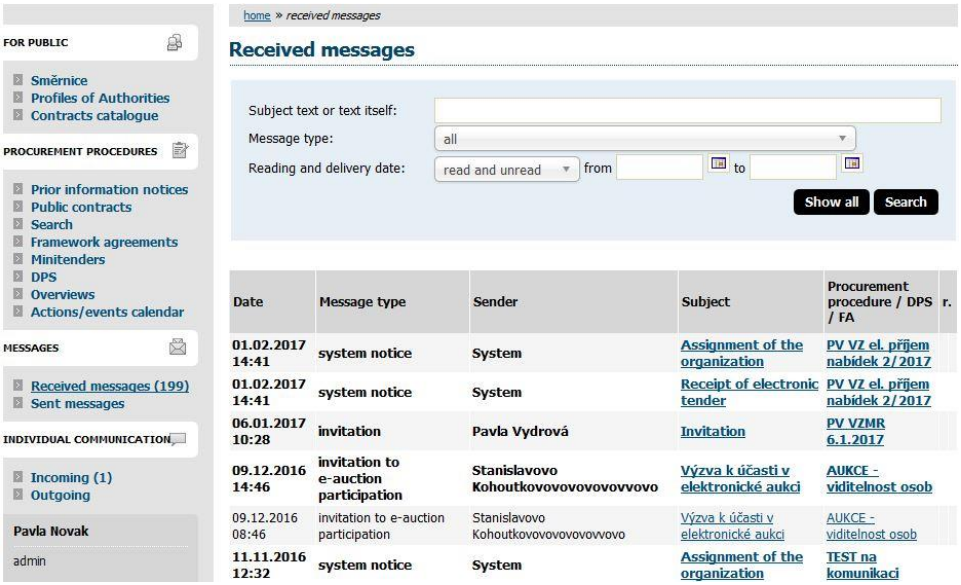


Figure 34: Overview of received user messages

The item *Received messages* in brackets shows the number of unread messages received – the figure specifically shows 199 and in the overview of messages these unread messages are highlighted in bold lettering. The overview of received messages does not show messages that are intended for the general public within the framework of the given public contract, if the signed-in contractor is obviously not directly assigned to the public contract by the contracting authority as an interested party or participant.

In the public contract detail, the signed-in users in the section *My messages to the public contract* see the messages related to the given public contract. Only messages of the type "explanation, completion, changes of procurement documents" are classified in a separate section. Everything is clearly visible in figure 33.

The users are notified by e-mail about incoming messages within the E-ZAK system, which are sent to the e-mail address stated in the user's profile. An example of such notification e-mail is shown in figure 35.

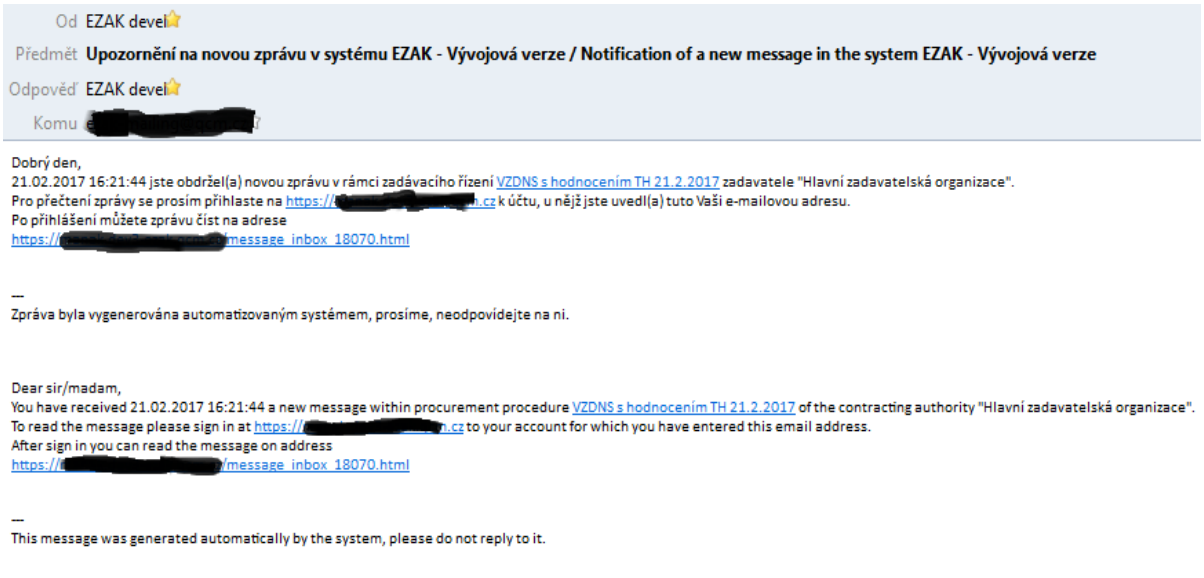


Figure 35: E-mail notification of a new inco

ming message in the E-ZAK system.

This e-mail notification of messages is received by a user who is set in the given procurement procedure as the authorised person of the contractor, see the chapter “Tender authorisation”. **Remember, therefore, for each tendering procedure in which you participate, set at least one authorised person.** A user with *administrator of departmental public contracts* status for this purpose has available the menu item *Overviews*, see the chapter “Administrator of the departmental public contracts”.

Individual communication

The E-ZAK system allows sending of, so-called, *individual messages* to the individual contractors, which are intended only for the given organisation of the contractor.

You display the overview of incoming individual messages by clicking the item *Incoming* in the left menu. If a user is an administrator of departmental public contracts, he sees all incoming individual messages intended for the organisation here. The rest of the users without such permission see only the individual messages, which belong to the public contract where they are set as authorised persons of the contractors.

On the public contract detail, the signed-in user with appropriate permission sees the section *Individual communication*, which contains the received and sent individual messages related to the given public contract.

If the contracting authority allows, it is possible to answer an individual incoming message. However, the user must have corresponding permission within the given public contract, see the chapter “Tender authorisation”.

Framework agreements and mini tenders

If the contractor organisation is a participant in the framework agreement with contracting authority, then after sign-in, a list of relevant framework agreements appears in the menu item *Framework Agreements*.

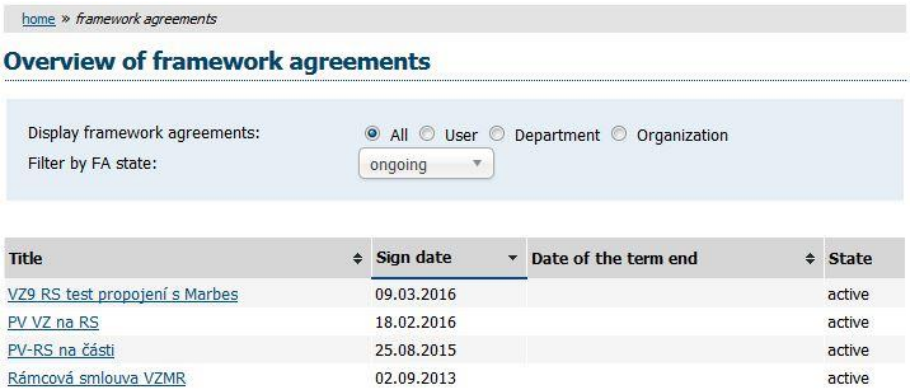


Figure 36: Overview of the contracting authority’s framework agreements to which the contractor is a party

To view the framework agreement detail, click its name. An overview appears as shown in figure 37, which contains the basic information about the framework agreement including the link to the related public contract, list of participants in the framework agreement and an overview of public contracts awarded on the basis of this framework agreement (i.e. mini tenders). For detailed information about the individual mini tenders, click their names.

Figure 37: Framework agreement detail

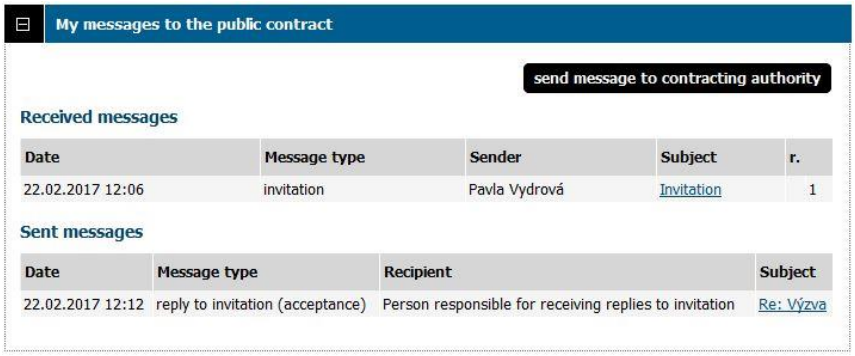
Information about the mini tender detail is very similar to the public contract details. Overview of mini tenders in which the contractor is participating can also be viewed by clicking the left menu item *Mini tenders*.

Commencement of mini tender

On the basis of a framework agreement, a contractor organisation may be invited in three ways:

- invitation to submit a tender (procedure WITH reopening competition) – the contracting authority sends an invitation to all the framework agreement participants and waits for their tenders, from which he chooses one winning tender according to the set criteria,
- invitation to provide performance (procedure WITHOUT reopening competition) – if the framework agreement is concluded with only one participant, or the contracting authority under other specific conditions concludes a contract with a participant for performance of a public contract on the basis of a written call to provide performance, which is a draft contract, and written confirmation of such invitation by the participant, which is acceptance of the draft contract.

- invitation to the submission of the draft contract (procedure WITHOUT reopening competition) – the contracting authority by this invitation initiates a procedure, which is targeted at conclusion of the



contract within the framework of the mini tender.

Figure 38: The invitations within the framework of the procurement procedure appear in the *Received messages* list in the *My messages* block

In cases of sending invitations to assigned framework agreement participants, the contractor in the E-ZAK systems shall receive an *invitation* type message. If the invitation is sent within the framework of a mini tender as an invitation to provide performance, then the detail of this invitation is available to the user for the contractor with permission *to reply to an invitation* (see the chapter "Permission to participate in procurement procedure") has the possibility to respond to this invitation by its acceptance or rejection.

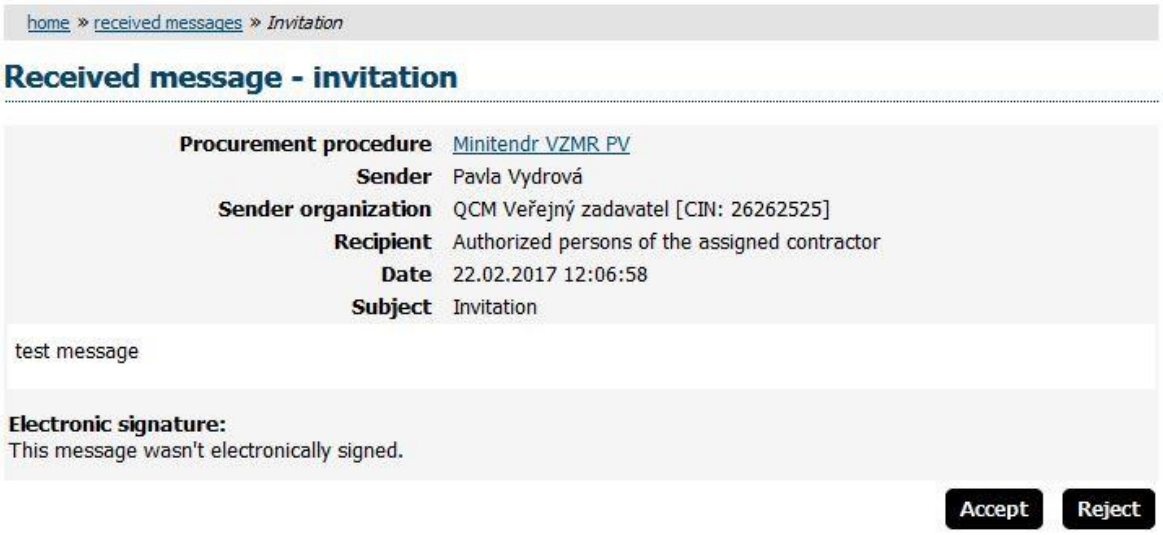


Figure 39: Detail of invitation to provision of performance with option to accept or reject it

The **Accept / Reject** buttons are offered only if simultaneously:

- the invitation is an invitation to provide performance
- the mini tender is in the Receipt of tenders phase,
- the user for the contractor has permission *to reply to the invitation*,
- nobody has replied to the invitation to date.

Upon clicking **Accept** or **Reject**, a default replay shall be offered in the form of acceptance or rejection of the invitation. In case of rejection, it is necessary to include the reason. The reply to the invitation must be signed electronically if the contracting authority requires such signature.

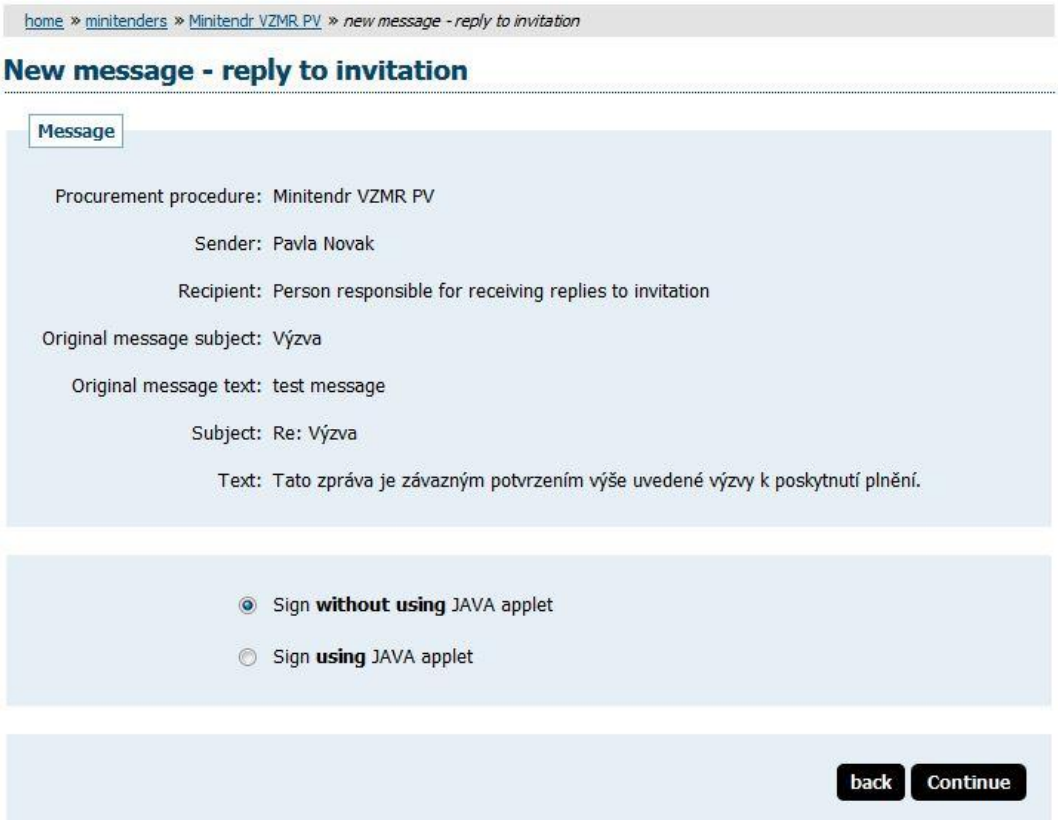


Figure 40: Invitation to provision of performance – acceptance

If a reply to an Invitation to provide performance has been sent, such information is shown in the invitation detail.

Other blocks in the public contract detail

Documents dedicated only for participants

In case of procurement procedures initiated by invitation, the contracting authority may attach a document to the contract, which will be seen only by the assigned contractors. These see these files and can download them in the section *Documents dedicated only for participants.*

Public documents

In some case, the contracting authority may attach documents intended for the general public to the public contract. In this case, they shall be available for download in this section.

Forms

If the contracting authority publishes electronic forms via the E-ZAK electronic tool, it will be possible to see them in the working preview of this section.

URL links

This section contains URL links – Internet addresses, which may supplement information to the given public contract, e.g. forms published in the Publishing subsystem of the Public Contracts Information System.

Sent electronic tenders / requests to participate

This block appears only if the contracting authority has allowed submission of electronic tenders through the E-ZAK electronic tool. If the contractor sends an electronic tender or request to participate through this system, information will be displayed here as to when the tender was sent. More details are available in the chapter "Electronic bids and participation requests".

Evaluation of tender bids

This block appears only to a signed-in user, whose organisation is assigned to the given procurement procedure (the participant is evaluated) in the event that the contracting authority has decided to use E-ZAK to evaluate the tenders. The block then shows information about the set evaluation criteria.

Figure 41: Setting of the basic evaluation criterion and overview of the partial criteria

In the *Evaluated* phase, the results of the evaluation of the tender of the signed-in user are also available.

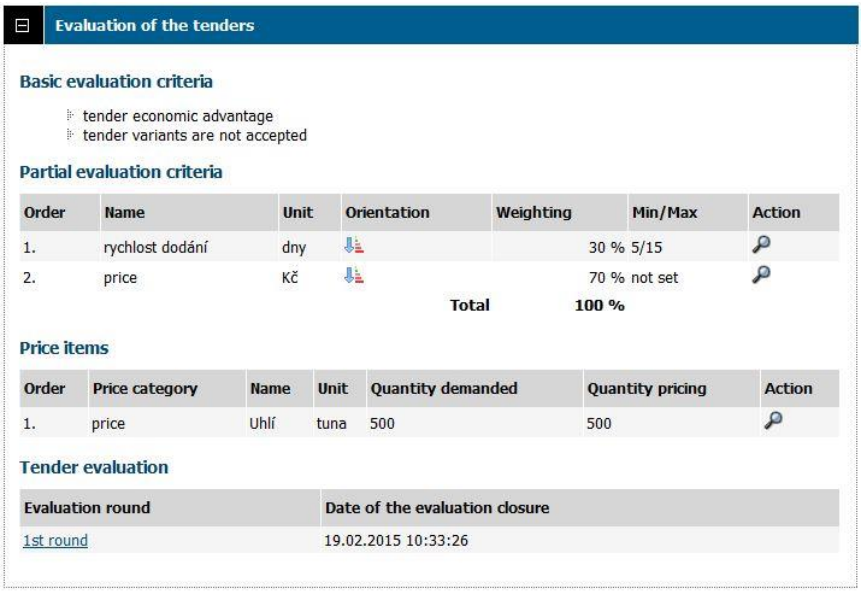


Figure 42: “Evaluation of tender bids” block in the Evaluated phase for the signed-in contractors.

By clicking the name of the evaluation round, you display the evaluation detail.

Order	Tender number	Tender label	Participant name	CIN	Rychlost dodání [30 %]		Cena [70 %]	
					(dny)	conversion* (%)	(Kč)	conversion* ('
1.	1	Verze A	dodavateltest1	95478327	5,00	*100,00*	1 000 000,00	*100,*

(units)
[criteria weight]
* conversion within criteria

Figure 43: Evaluation result for signed-in contractors.

Prior information notices

By clicking the menu item *Prior information notices*, you display the overview of available prior information notices issued by the contracting authority. By clicking any item on the list, the detail of the given indicative notice, which contains the appropriate forms to this indicative notice, or URL links and list of tender procedures, which build on the appropriate indicative notice, see figure 44.

hlavní stránka » předběžná oznámení » *Oznámení předběžných informací - Dodávka kancelářského papíru*

Předběžné oznámení: Oznámení předběžných informací - Dodávka kancelářského papíru

Informace o předběžném oznámení

Evidenční číslo VZ: **98765432**
Datum uveřejnění: **05. 01. 2008**

stav formuláře předběžného oznámení: **uveřejněný**

Formuláře k předběžnému oznámení

Název formuláře	Typ	Stav	Datum uveřejnění
Oznámení předběžných informací	01	uveřejněný	5. leden 2008
Oznámení na profilu kupujícího	08	uveřejněný	19. prosinec 2007

URL odkazy

Název URL odkazu	URL adresa
IS VZ US - Oznámení na profilu kupujícího	http://www.isvzus.cz/usisvz/usisvz01019Prepare.do?znackaForm=6001371208001

Navazující zadávací řízení

Název	Typ podle předpokládané hodnoty	Fáze zadávacího řízení	Počátek běhu lhůt
Dodávka kancelářského papíru do kopírek	VZ malého rozsahu	Příjem nabídek	7. únor 2008

Figure 44: Detail of prior information notice

Electronic bids and participation requests

If the contracting authority has allowed this within the framework of the given procurement procedure, then the contractors may via the E-ZAK system, send electronic tenders or electronic requests to participate (depending on type and phase of the procurement procedure).

If this option is available, then in the detail of the given procurement procedure, the signed-in contractor sees

home » public contracts » Stavba domu » *public contract detail*

Public contract: Stavba domu

submit a tender

Information on public contract

DBID: **5074**
Public contract number: **P17V00000096**
Contracting authority registration number: **VZ01**
Under the Act: no. 134/2016 Coll.
Registration number in VVZ: **12345678**
Date of commence: **17.02.2017**
Time limit for tenders: **27.03.2017 09:00**

procurement procedure phase

Receipt of tenders
Contractors can submit tenders (all or invited candidates only according to the procurement procedure)

the “send a tender”, or “send request to participate” button, see figures 45 and 46.

Figure 45: Public contract detail with option to send an electronic tender

Figure 46: Public contract detail with option to send an electronic request to participate

The buttons appear to the **signed-in** contractor upon simultaneous fulfilment of the following conditions:

- the contracting authority allowed submission of electronic tenders, or requests to participate,
- the tender procedure is in the corresponding phase (*Receipt of tenders*, or *Proof of qualifications*),
- the contractor is permitted within the framework of the procurement procedure to submit a tender (e.g. in an open and simplified below-the-threshold procedure, this applies to all contractors, in

narrower procedures or a public contract within the framework of DPS only the contractors who received an invitation to submit tenders from the contracting authority),

- a tender has not yet been sent for the contractor, or the request to participate within the framework of the given procurement procedure, or the ones already sent have been invalidated.

By clicking the “submit a tender”, respectively, “send request to participate” button, the page for preparation of the tender, respectively, request to participate, see figure 49.

During download of this page, you may be requested for permission to run the Cipher java applet that is intended for encryption of the bid content, respectively, request for participation in the browser. It is necessary to allow its execution, i.e. click the “Run” button in the dialogue shown in figure 47. In this dialogue, you can check “Do not show this again for apps from the publisher and location above”, if you do not want to be queried next time to give permission for the given E-ZAK.

Figure 47: Java dialogue for permission to run the Cipher applet

In the event that the applet is used to secure (encrypt) the website, whose certificate is not stored in your browser, you may first be queried to permit download of the applet from this website – see dialogue in figure . 5. In such case, click **Continue**. (However, the correct solution is verification and import of the certificate of the server on which the website is running).

Depending on the Java version, you may also be prompted to allow communication of the encryption applet with the page for preparation of the tender (LiveConnect technology is used) – in the dialogue from the figure 48, you must click **No** (do not block running), respectively, **Allow**. In this dialogue, you can check "Do not show this again for apps from the publisher and location above", if you do not want to be queried next time to give permission for the given E-ZAK.

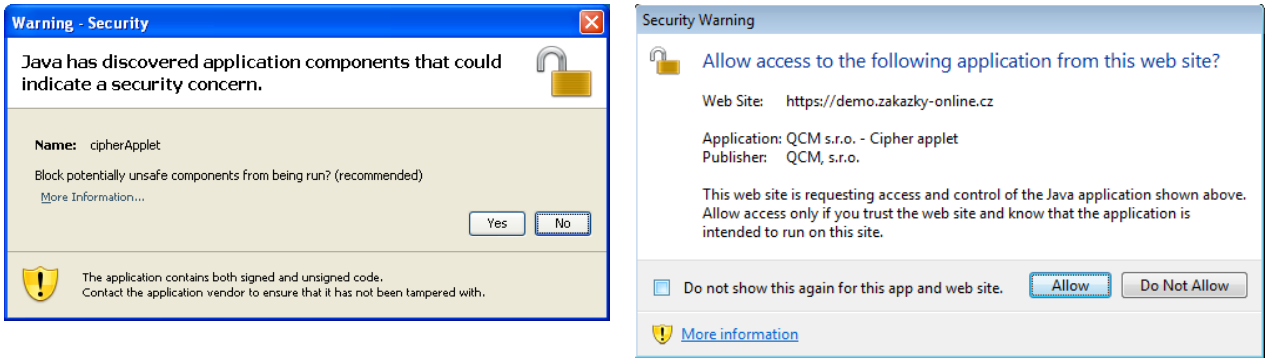


Figure 48: Java dialogues for permission of communication of the Cipher applet with the page (according to the java version)

If you do not give permission to run the Cipher applet, you will not be able to send the tender! Successful launch can be recognised in such a manner that on the page shown in figure 49, you click the "+Select" button and a Java dialogue box for choosing files from your computer will appear as shown in figure 50. An applet is necessary for the preparation and submission of the tender in accordance with the requirements of the PPA and related regulations on electronic tenders or requests to participate.

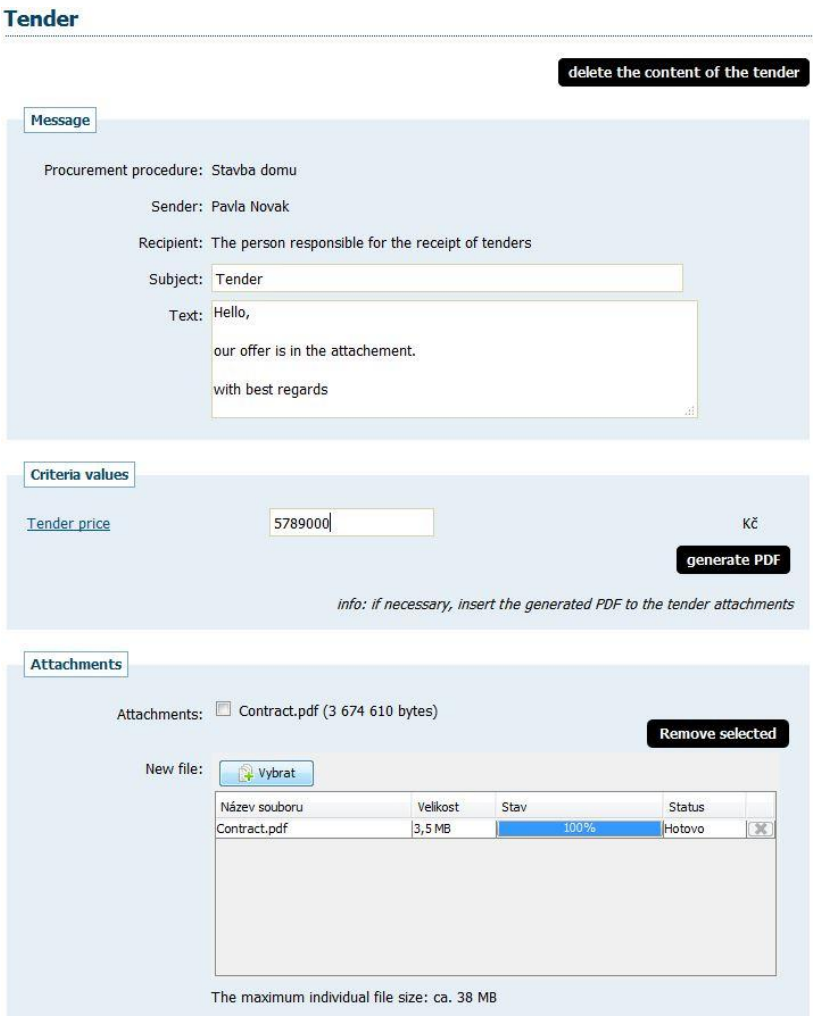


Figure 49: Form for setting the tender

On the Tender page, you fill-in the Subject, Text and eventually attach the files using the "+Select" button.

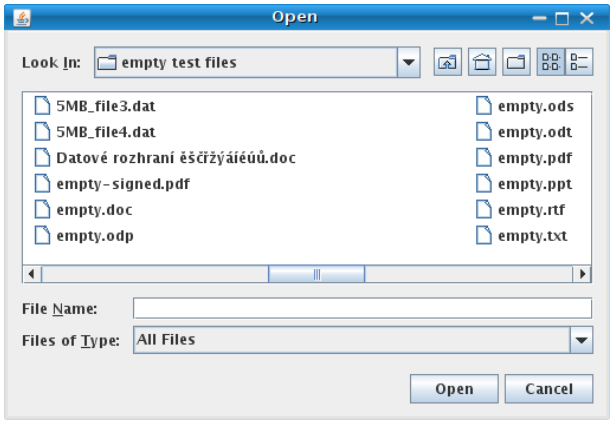


Figure 50: Java dialogue box for choosing a file after clicking the Browse button

By clicking the "+Select" button, the java dialogue window opens for selection of a file from your system. Select the file that you want to add as an attachment and click the "Open" button in this dialogue. Encryption of the selected file starts (according to the requirements of the law), which according to the file size may take up to several tens of seconds. They shall be informed about its successful completion by display of the name of the file and its size above the "+Select" button, see figure 49.

By this procedure you attach all files, which are components of the tender (the size of the individual attachment file is limited for technical reasons, however, the tender may contain several of them).

As soon as you have entered all data and attached the appropriate files, you can click the "continue" button, and jump to the page for electronic signature of the tender, see the chapter "Electronic signature".

After successful signature and sending, the sent tender appears in the public contract detail in the block "Sent electronic tenders / requests to participate", as shown in figure 51. The name of the user who sent the tender is shown here, also the status of the tender and the date of delivery. At the same time, using the "magnifying glass" icon you can check the detail of the sent tender, particularly the number of attachments and their size. The red cross icon appears after setting the permissions, see the chapter "Tender authorisation", for

invalidation of the tender, also see the following chapter "Invalidation of electronic tender".

Figure 51: Overview of sent electronic tenders or requests to participate

The system also notifies the contractors about successful sending of the tender / request to participate through automatically generated messages:

You can gradually change the tender status depending on the tasks of the contracting authority:

- delivered – tender was properly delivered to the contracting authority,
- invalidated – the contractor has invalidated an earlier sent tender,
- delivered after time limit – the tender was delivered after the tender submission deadline and was thus automatically excluded,
- open – the contracting authority has opened the tender,
- complete – the contracting authority after checking the tender has designated it as complete and shall subsequently evaluate it,
- incomplete – the contracting authority after checking the tender has designated it as incomplete and excluded it from evaluation,

Within the framework of one procurement procedure, the contractor may submit only one electronic tender, or electronic request to participate (also see the following chapter "Invalidation of electronic tender"). Any signed-in user from the contractor organisation with electronic signature can send electronic tender, or request to participate.

The above-stated applies analogously to the requests to participate sent through the E-ZAK system.

> You can send a tender in demo mode at any time to verify the correctness of your browser and system settings and electronic signature, see the chapters "Tender submission test" and "Environment test".

Signature without Java applet

If permitted in the given E-ZAK and your browser supports signature without Java applet, this option is selected automatically also for encryption of the tender and the **Attachments** section in this case thus contains the standard button for selection of the file from your computer. After its selection, the file is encrypted immediately and transferred to the server. You are informed about progress as shown in figure 52. Wait till the file is completely transferred to the server and its appearance on the list of *Attachments*:. After which you can select the next file as an attachment, or **continue** to sign and submit the tender.

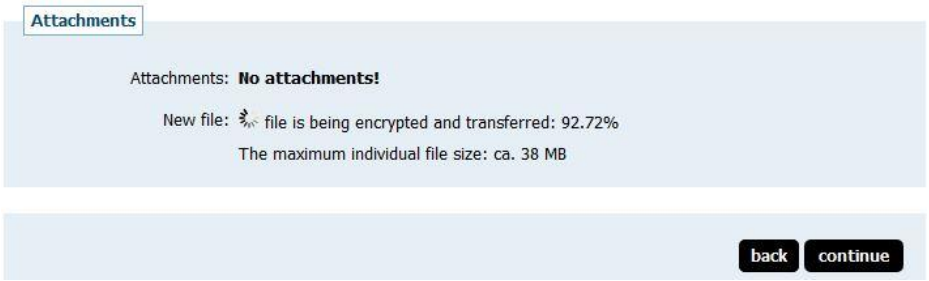
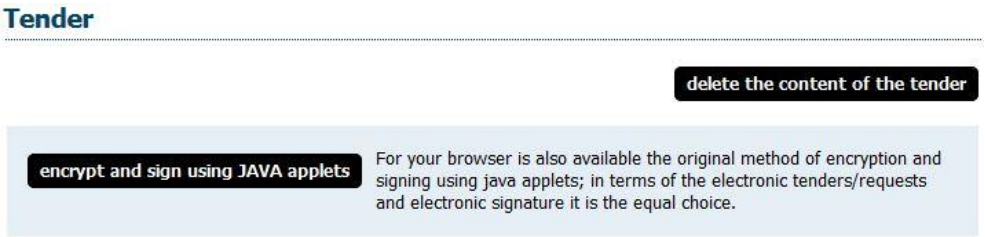


Figure 52: Progress of data encryption and transfer to the server without using Java applets

If a web browser type and version that supports both options is detected, then the system primarily uses encryption and signature without applets and in addition, there is a possibility to display the option to switch to the variant with Java applets at the beginning:



Encryption and signature within the tender must be done in one way, if you want to use **Encrypt and sign using JAVA applets**, you must do so before actually filling in the tender and attachments. Selection of the method of encryption and signature can be opened again using the **delete contents of the tender** button on the page for its creation.

> If encryption or signature without Java applets is not available although your browser supports it, contact the operator to ascertain whether it is possible to activate this functionality for the given E-ZAK.

By clicking the **continue** button at the bottom (see, for instance, figure 49) you jump to the page for electronic signature of the tender, to which you will need a valid electronic signature based on a qualified certificate. At the end, the system verifies the validity of this signature. The details to the electronic signature are given in the chapter “Electronic signature”.

Entering values in the tenders

Within the individual tender procedures, the contracting authority may stipulate that the *contractor must enter the values of the criteria when submitting the tender* (see figure 53) – the contractor must then fill in the values of the criteria directly within the framework of creation and submission of an electronic tender through E-ZAK.

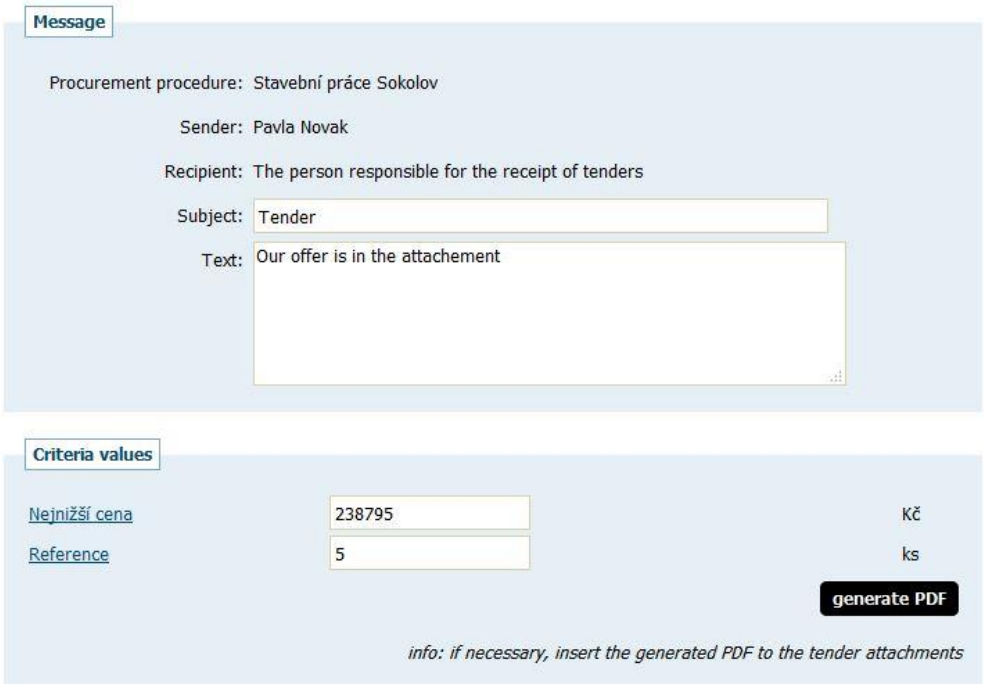
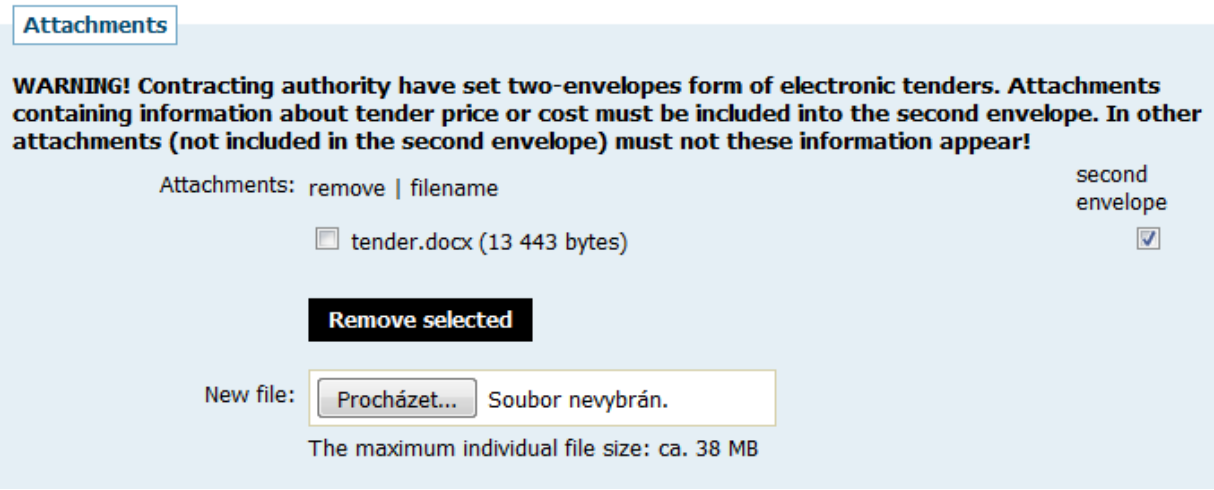


Figure 53: Form for setting the tender including input of the values of the evaluation criteria.

If the contracting authority so stipulates, it is not possible to send an electronic tender without valid input of these values.

Two-envelopes tenders

If contracting authority sets two-envelopes tender, contractors must select, which attachment is part of the second envelope (conditions are set by contracting authority in procurement documents).



Cancellation of the electronic bid/participation request

An already sent, or delivered electronic tender or request to participate can be invalidated within the deadline for submission of the tender/request to participate and thus get an opportunity to send a new tender/request to participate within the stipulated time limit. The contracting authority shall not have access to the content of such an invalidated electronic tender/request to participate.

Invalidation may be done for the contractor only by a user with “invalidate tender, request to participate” permission, see the chapter “Permission to participate in procurement procedure”. Invalidation is done using the “red cross” icon, see figure 51.

Sending of electronic tenders for a public contract in lots

On the E-ZAK, the contracting authority may announce a public contract divided into lots (hereinafter referred to as public contract in lots) for realisation in two ways:

1. the public contract is divided into lots within one procurement procedure,
2. the public contract is divided into lots, which shall be realised in separate procurement procedures.

While in the case of the second type of public contract, the tenders are submitted separately for each lot, for the first type where the lots are within one procurement procedure, the tenders for the individual lots are submitted at the same time.

The difference between the individual types can be seen, for instance, in the block “Lots of public contract”,

see figures 54 and 55.

Figure 54: Display of the public contract lots within one procurement procedure.

Figure 55: Display of the public contract lots as separate procurement procedures.

For public contracts in lots within one procurement procedure, the “send tender” button is available only on the detail of the main procedure. In the form for creation of the tender, informative text is subsequently displayed that it is possible to submit only one tender either in one or more (all) parts of the public contract, see figure 56.

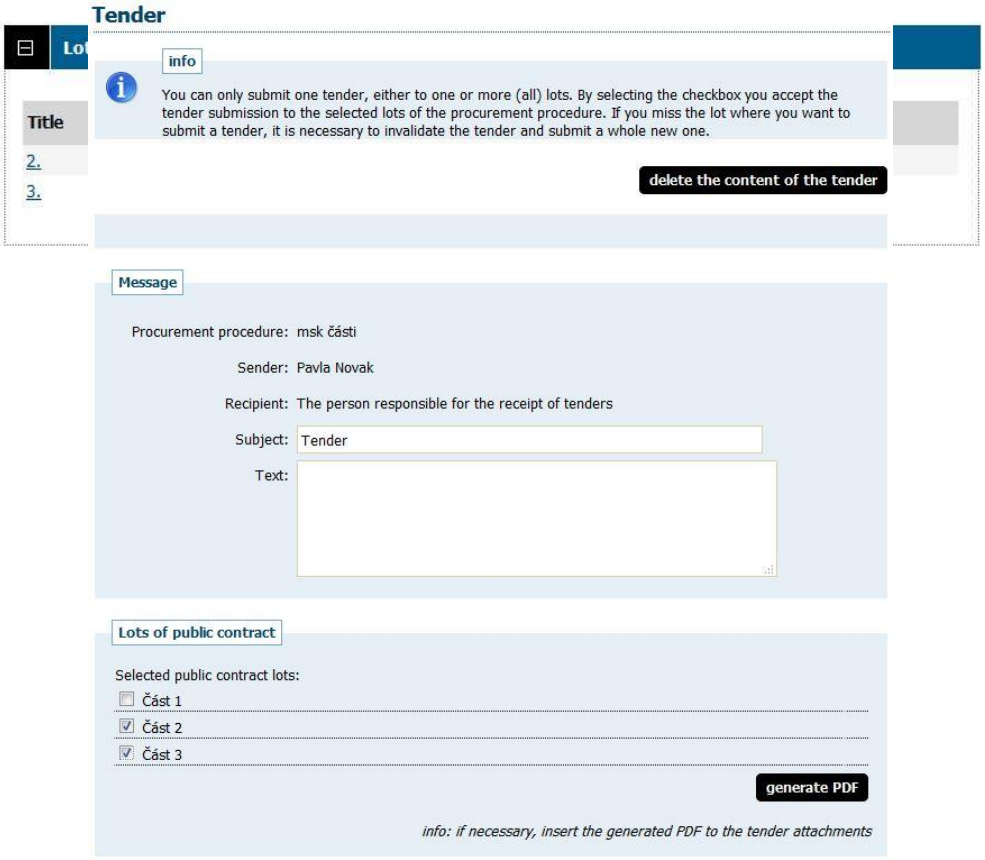


Figure 56: Form for submission of tender to public contract in lots within on procurement procedure.

In the event that you will desire to send a new tender for a different lot, or edit an already sent tender, you must first invalidate it, see the chapter Invalidation of electronic tender/request to participate, and subsequently send the entire tender again for all the required lots.

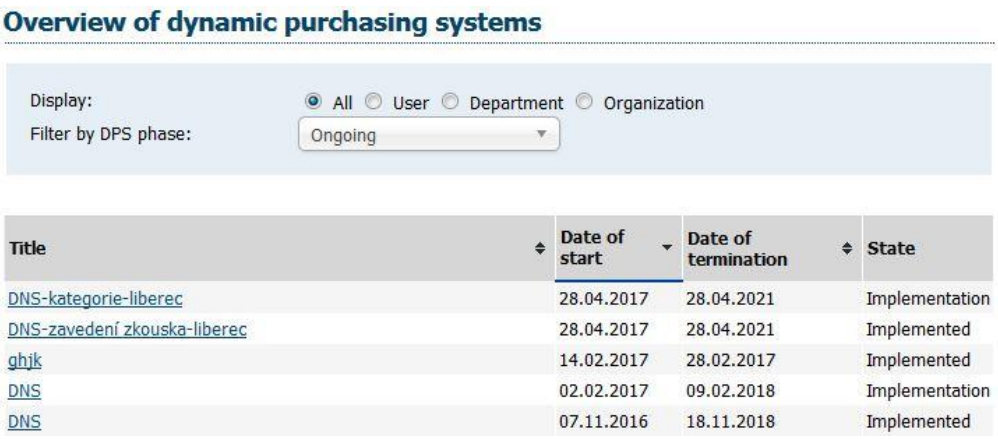
Problems with submission of an electronic tender or request to participate

Problems may arise mainly for reason of the large data volume of the attached file or blocking of communication between the encryption applet and page for preparation of the tender:

- After selection of the file via the dialogue in figure 50, the encryption fails to run to 100% – this situation occurs mainly in a case where the file is so large that it exceeds the maximum permissible size for an individual attachment file. This situation can be solved by reducing the file size or dividing the initial document into two smaller documents.
- The file is not attached to the list of attachments after encryption. The reason is non-permitted communication between the encryption applet and page for preparation of the tender. In the case of Java 7 update 25 to 67, it is necessary either to update to a newer version, or lower the Java Security Level to Medium. In the case of Java 8, it is necessary to reduce the Java Security Level to High, or insert the URL link of E-ZAK into the exceptions configuration of Java (Exception Site List). In such case, it is necessary to sign out of the system, close all browser windows, re-run the browser and then correctly permit running of the encryption applet.
- Further problems may arise for reasons described in the chapter E-ZAK system operating requirements.

Dynamic purchasing system

You can view the list of established dynamic purchasing systems (hereinafter referred to as the DPS) by clicking “DPS” in the left menu. You view the detail of any DPS by clicking its name.



The DPS detail is very similar to the public contract detail (see the chapter “Overviews and detail of public contracts” and related items). Here, you will find similar blocks such as Information about the DPS, Procurement documents, Explanation, supplementation or change of procurement documents, My messages to DPS, Individual communication, Public documents, etc. Only DPS subsequently has own specific blocks “Sent request to participate in DPS” and “Public contracts in DPS”.

The contracting authority may divide the DPS into, so-called, categories. In such case, the contractor when sending the request to participate must mark the category/categories of the request to participate he is submitting.

Requests to participate

For the duration of the deployment of the DPS (Implemented or Deployed phase), any registered user who is signed in can send a request to participate, which signs in, qualifies to the DPS. The “send request to participate” button at the top right side of the DPS is used for this.

During download of this page, you may be requested for permission to run the Cipher Java applet that is intended for encryption of the bid content, respectively, request for participation in the browser. It is necessary to allow its execution, i.e. click the “Run” button in the dialogue shown in figure 47. In this dialogue, you can check “Do not show this again for apps from the publisher and location above”, if you do not want to be queried next time to give permission for the given E-ZAK.

In the event that the applet is used to secure (encrypt) the website, whose certificate is not stored in your browser, you may first be queried to permit download of the applet from this website – see dialogue in figure 5. In such case, click **Continue**. (However, the correct solution is verification and import of the certificate of the server on which the website is running).

Depending on the Java version, you may also be prompted to allow communication of the encryption applet with the page for preparation of the tender (LiveConnect technology is used) – in the dialogue from the figure 48, you must click **No** (do not block running), respectively, **Allow**. In this dialogue, you can check “Do not show this again for apps from the publisher and location above”, if you do not want to be queried next time to give permission for the given E-ZAK.

After successful signature and sending, the sent request to participate is displayed in the DNS detail in the block “Sent requests to participate”. The name of the user who sent the request to participate is shown here, also status and date of delivery. The statutory period within which the contracting authority must open and evaluate your tender is now running.

For the duration of the DPS, the contractor can send his request to participate at any time and for this reason, the “send request to participate” button in the DPS detail is available for the entire period when the DPS is deployed. The contracting authority subsequently re-assesses such a new request to participate and according to the result, he can invalidate the earlier request to participate.

Public Contracts in DPS

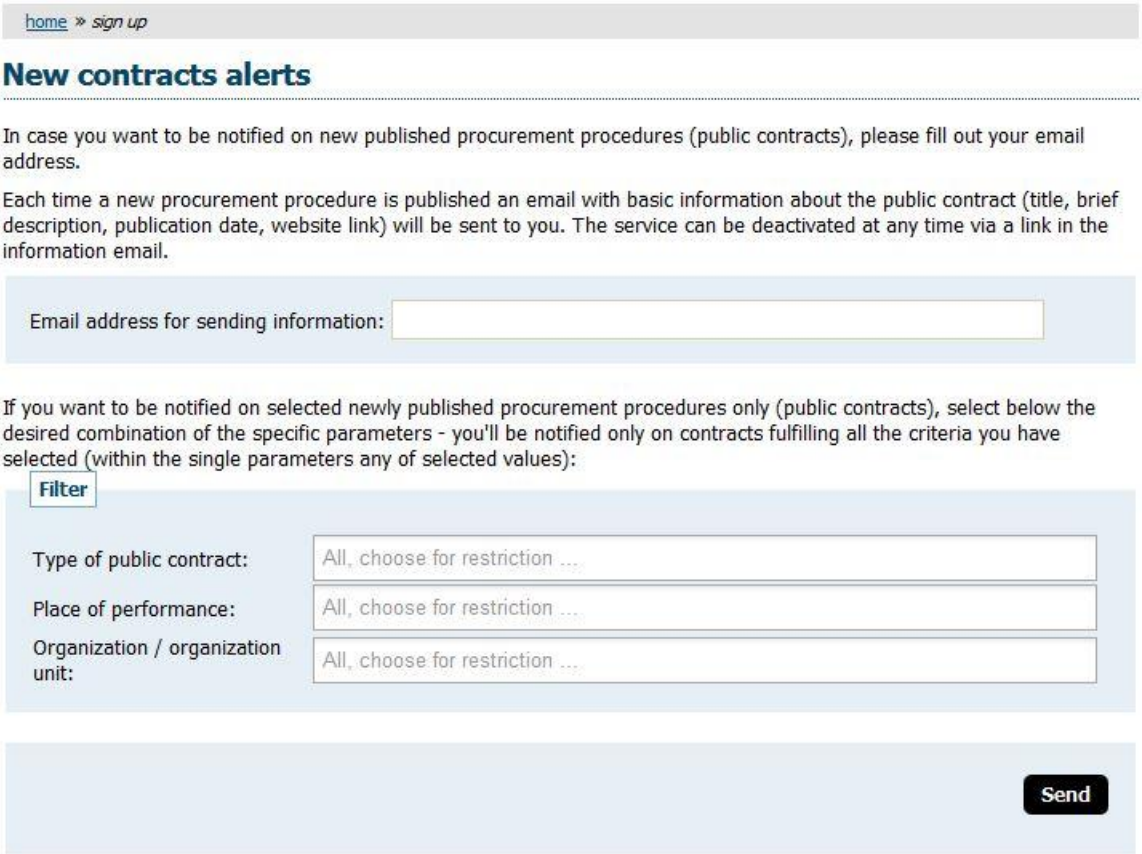
In the DPS detail, the block “Public Contracts in DPS” shows the public contracts entered in the given DPS. The contractors who were already assigned to the given DPS at the time of the invitation, may subsequently submit electronic tenders in the *Receipt of tenders* phase within these public contracts. A contractor who is interested in participating in such a public contract and is not assigned to the given DPS, must within the stipulated period first submit a request to participate, see the preceding chapter “request to participate”. In the detail of the procurement procedure in the “Information on public contract” block is a link to the appropriate dynamic purchasing system, see figure 57.

Figure 57: Link between the public contract and corresponding DPS

For public contracts in DNS, it analogously applies just as applies to other public contracts in E-ZAK, see the chapter "Overviews and detail of public contracts".

New public contracts alerts

This is an extension of the system (selected by the contracting authority), where the user for lucidity sees the item *New public contracts alerts* in the left menu. After clicking it, a page appears that contains instructions and options for input of the e-mail address to which the e-mail messages containing the new public contract alerts shall be sent. It is then possible to opt out of this service using a link in any of the new public contract alerts e-mails.



FAQ – frequently asked questions

Due to some recurrent queries, we state the answers to the most frequent queries in this chapter. You will find the actual overview at the address http://www.ezak.cz/faq.

Question

I have an electronic signature, but I cannot register/my signature is not accepted.

Answer

According to the requirements of Act No. 134/2016 Coll., on Public Procurement, the E-ZAK application works with a valid electronic signature based on a **qualified** certificate.

These certificates are currently issued only by three accredited certification authorities in the Czech Republic and only their qualified certificates can be used in the E-ZAK system:

- PostSignum QCA - Česká pošta
- eIdentity
- První certifikační I.CA

Question

I have a qualified certificate from I.CA issued as Twins, but in spite of this, I cannot register/my signature is not accepted.

Answer

The Twins product from I.CA is simultaneous issue of a commercial and qualified certificate. If you have both of them registered in the system, it is possible that E-ZAK has access only to the commercial certificate. Remove the commercial certificate from the system and leave only the qualified certificate in the system.

Question

The signature applet shows the message "Incorrect certificate password"

Answer

If your qualified certificate is password protected, it is necessary to enter it in the "Password:" field in the signature applet.

If you are sure that you know the correct password, but the signature applet reports a password error, ensure that you do not use the SHIFT key to enter the numerals when entering the password (in the case of the Czech keyboard). Some Java versions have a problem with this. Use the numerical keys on the keyboard or switch to the English keyboard.

Question

I am a registered contractor, but I cannot download the procurement documents for public contracts.

Answer

If the procurement documents are provided on demand, it is necessary after sign in to the E-ZAK system in the case of the given public contract to first request for access to such documents. This function is under the "Send request" button in the "Public Tender Contractual Documents" section. If this button is not available, it is no longer possible to request procurement documents since this does not correspond to the phase of the given procurement procedure.