Simplified User Guide for Tenderers

How to Register and Submit a Tender in the Public Procurement Register

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Introduction

This guide walks you through the full process of submitting a tender in Estonia's Public Procurement Register (https://riigihanked.riik.ee/rhr-web/#/) — from creating your account to successfully submitting your tender application.

Whether you are an Estonian company or a foreign organisation, this step-by-step guide covers everything you need to know, including registration, setting up your tenderer profile, and completing all required sections of the tender.

Before you begin, please ensure you have the following ready:

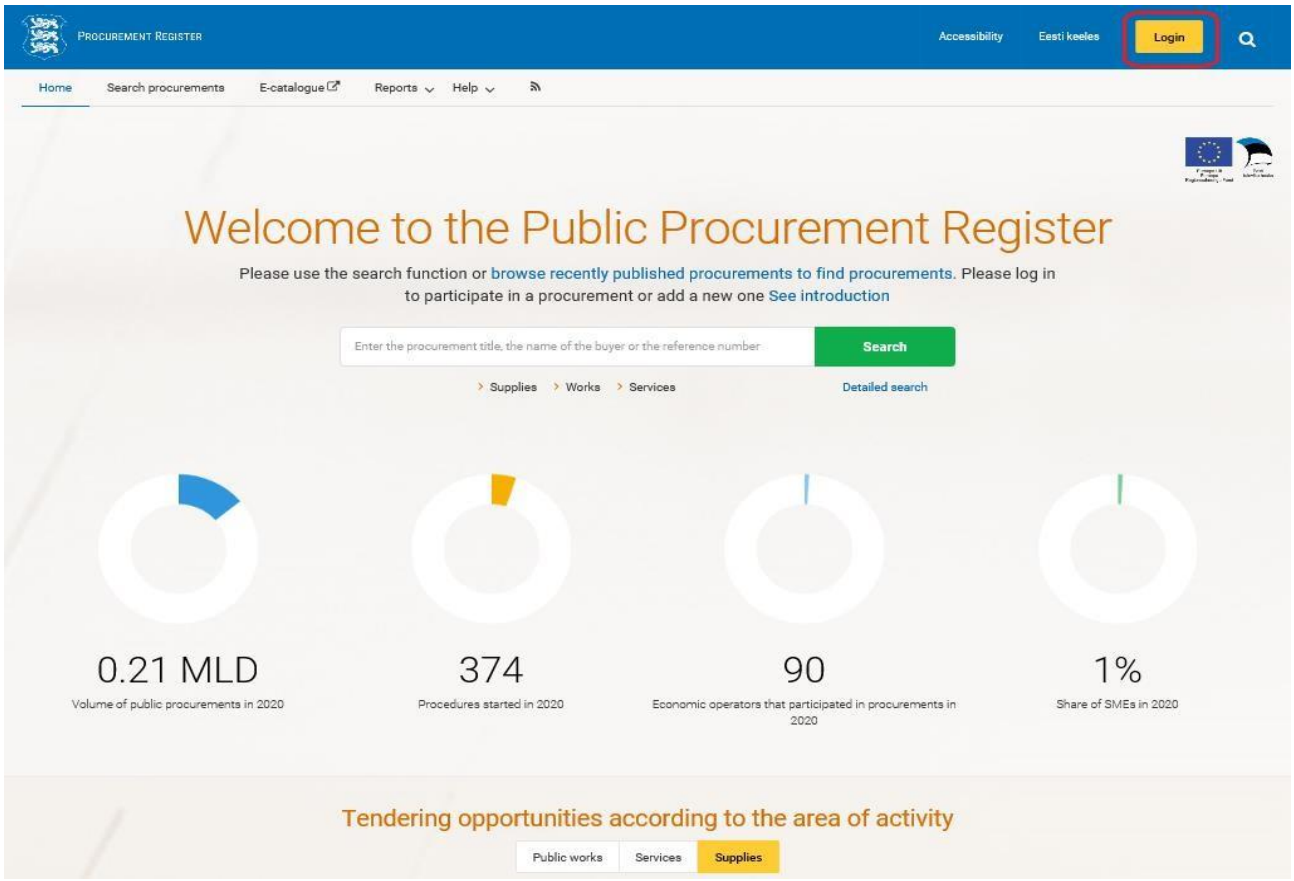
- For foreign nationals: your contact details and company information for manual registration.
- Your company details (country, size, registration information).
- The procurement ID for this tender: 317977
- Your pre-filled Annex 3 – Mentor Information Form (downloadable from the procurement page).
- Your CV in an accepted file format (see Step 6).

This guide is organised into numbered sections that follow the exact order of steps in the system. Follow them in sequence for a smooth experience.

> **Tip:** In the screenshots, the red boxes show where to click or what to fill in. Follow them as you go through each step.

Step 1: New User Registration (Foreign Nationals)

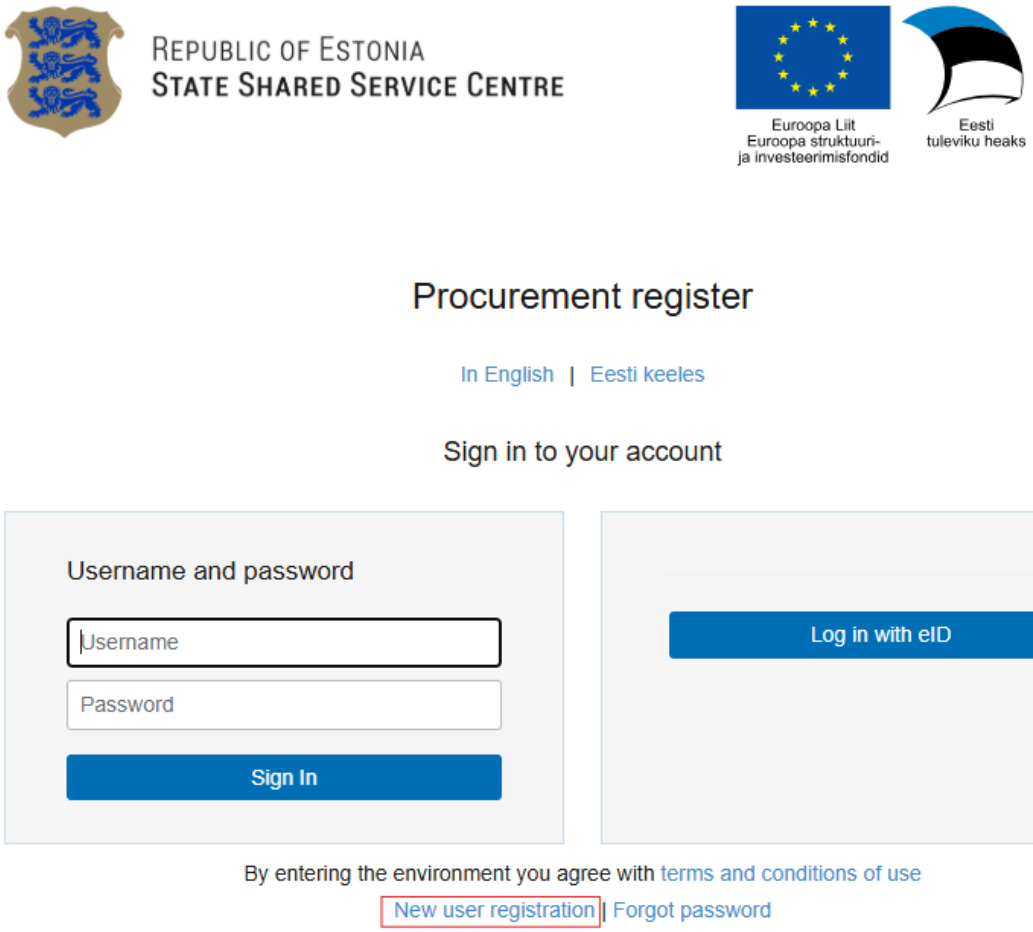
Logging in is required to ask the buyer questions and to submit a tender. To log in, go to:



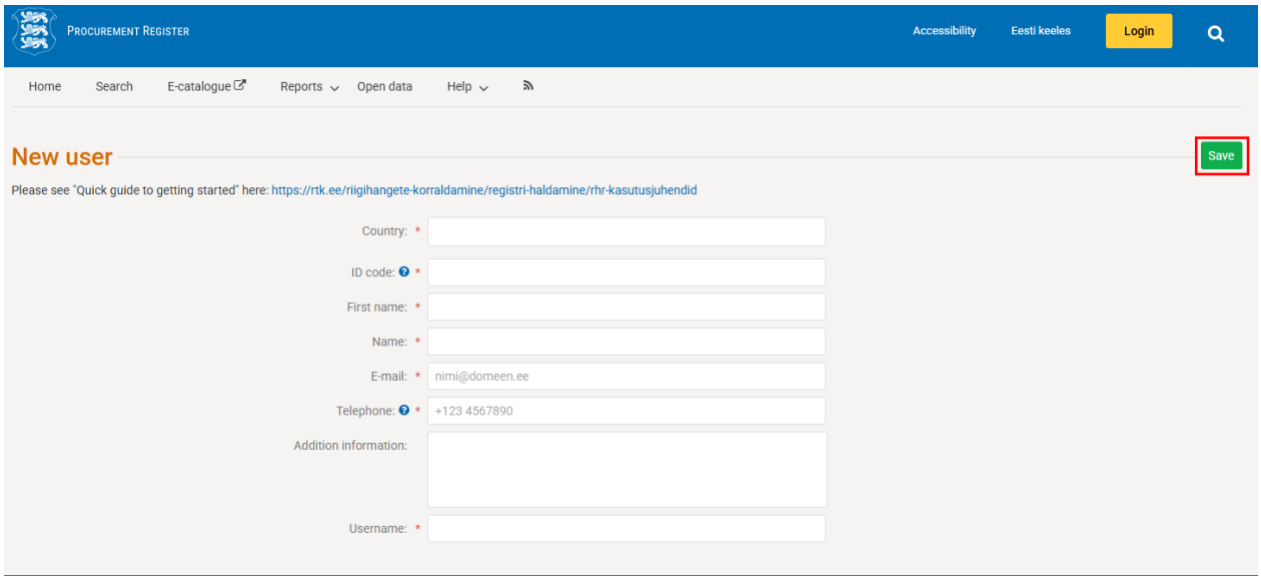
https://riigihanked.riik.ee/rhr-web/#/ and click the yellow "Login" button located in the top right corner of the screen.

Foreign nationals

If you do not have an Estonian e-ID, you will need to register a new user account. After clicking the "Login" button, click the link "New user registration" at the bottom of the login screen.

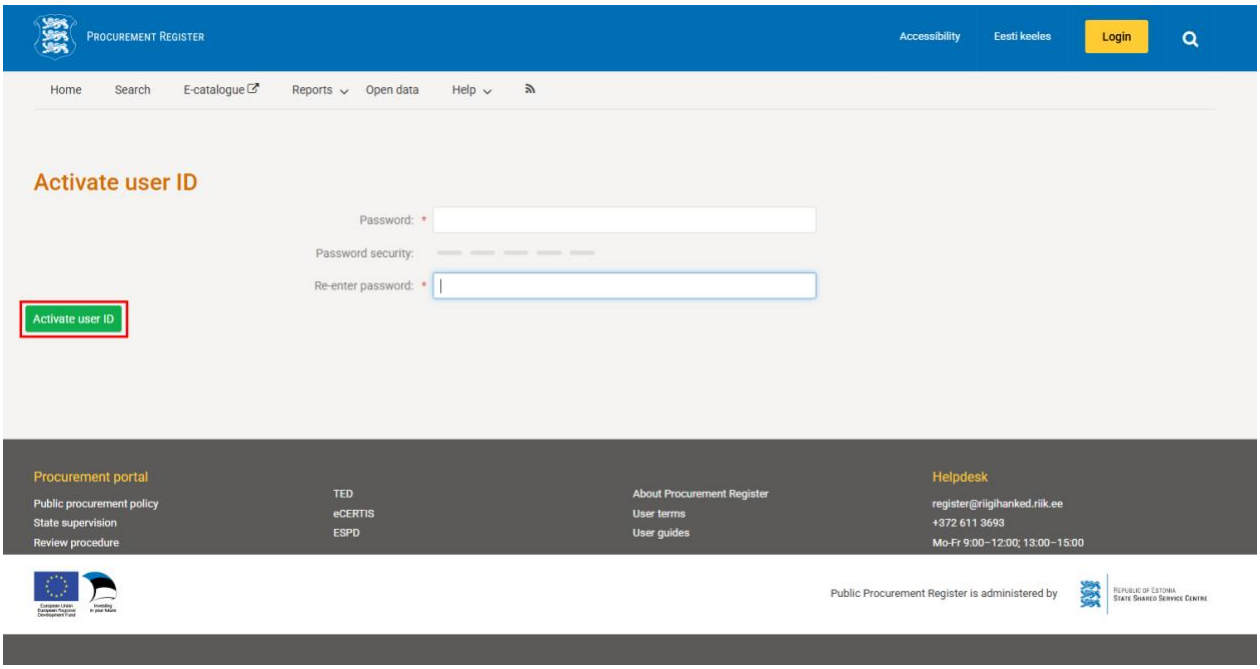


You will be taken to your "My profile" page, where you must fill in your details. Fill in all mandatory fields, which are marked with a red asterisk (*).



⚠ **Note:** Your phone number must include the country code, with a space between the country code and the number. For example: **+852** 51234567

Once you have filled in all required fields, click the green "Save" button. You will then be prompted to create a password.



Next, create your password and click "Activate user ID". A confirmation link will be sent to the email address you entered on the "My profile" page. Click the link in the email to complete your registration.



You are now registered in the Public Procurement system. Return to the main page (https://riigihanked.riik.ee/rhr-web/#/) and log in using your newly created username and password, as described at the start of Step 1.

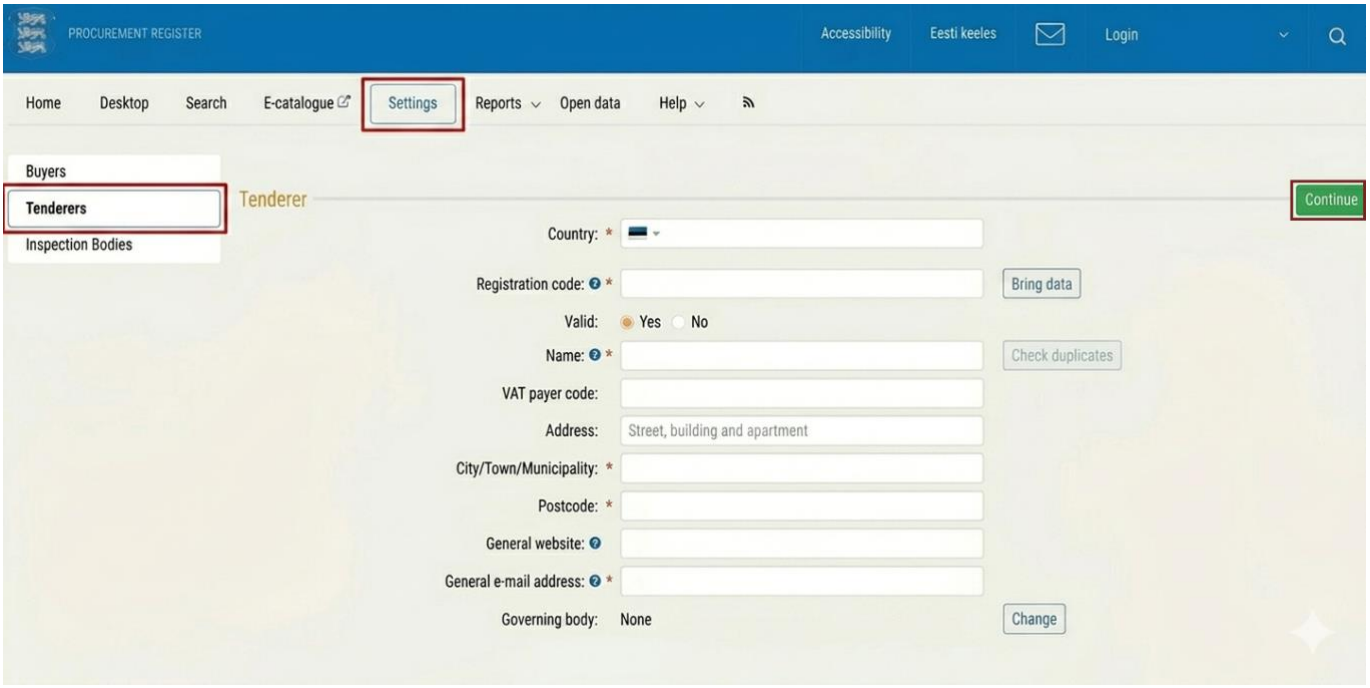
Step 2: Add Your Company as a Tenderer

Before you can submit a tender, you need to add your company to your user profile. This is called adding a "Tenderer".

To do this, go to your user "Settings", then select "Tenderers", and click the green "Add new Tenderer" button. Fill in all the required company information. Mandatory fields are marked with a red asterisk (*).

Tip: Start by selecting your country. If your company is not registered in an EU member state, you will need to enter your company information manually.

⚠ **Note:** All country names in the country list are in Estonian, so search for your country by its Estonian name. For example, to select China, type "**Hiina**" in the country field.



Click the "Continue" button to proceed. Additional profile fields will appear on the next screen. Again, fill in all fields marked with a red asterisk (*), as explained below.

Size of Tenderer

Selecting the size of your company is mandatory. Choose the category that applies to your organisation:

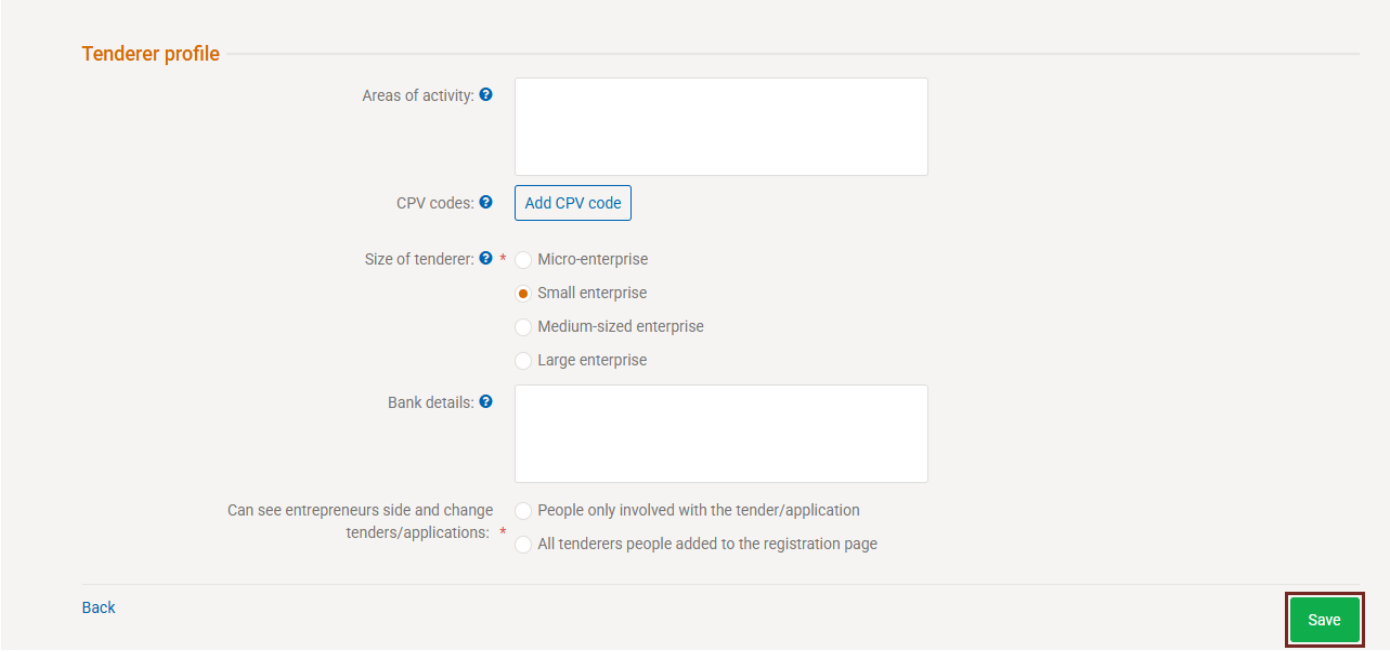
- **Micro enterprise:** fewer than 10 employees; annual turnover and/or balance sheet total does not exceed EUR 2 million.
- **Small enterprise:** fewer than 50 employees; annual turnover and/or balance sheet total does not exceed EUR 10 million.
- **Medium enterprise:** fewer than 250 employees; annual turnover does not exceed EUR 50 million, and/or annual balance sheet total does not exceed EUR 43 million.
- **Large enterprise:** 250 or more employees, or above the medium enterprise limits.

Access Setting

The setting "Can see entrepreneur's side and change tenders/applications" controls who within your organisation can view and edit tender applications. There are two options. If you are the only person working on the tender, either option is fine:

- **People only involved with the application/tender:** Only persons specifically added to the application or tender page for a procurement can view and edit it.
- **All tenderer's people added to the registration page:** All contact persons linked to your organisation on the procurement's registration page can view and edit tenders.

⚠ **Note:** This setting does not affect the buyer's right to view your application or tender.



Then click the green "Save" button at the bottom of the page.

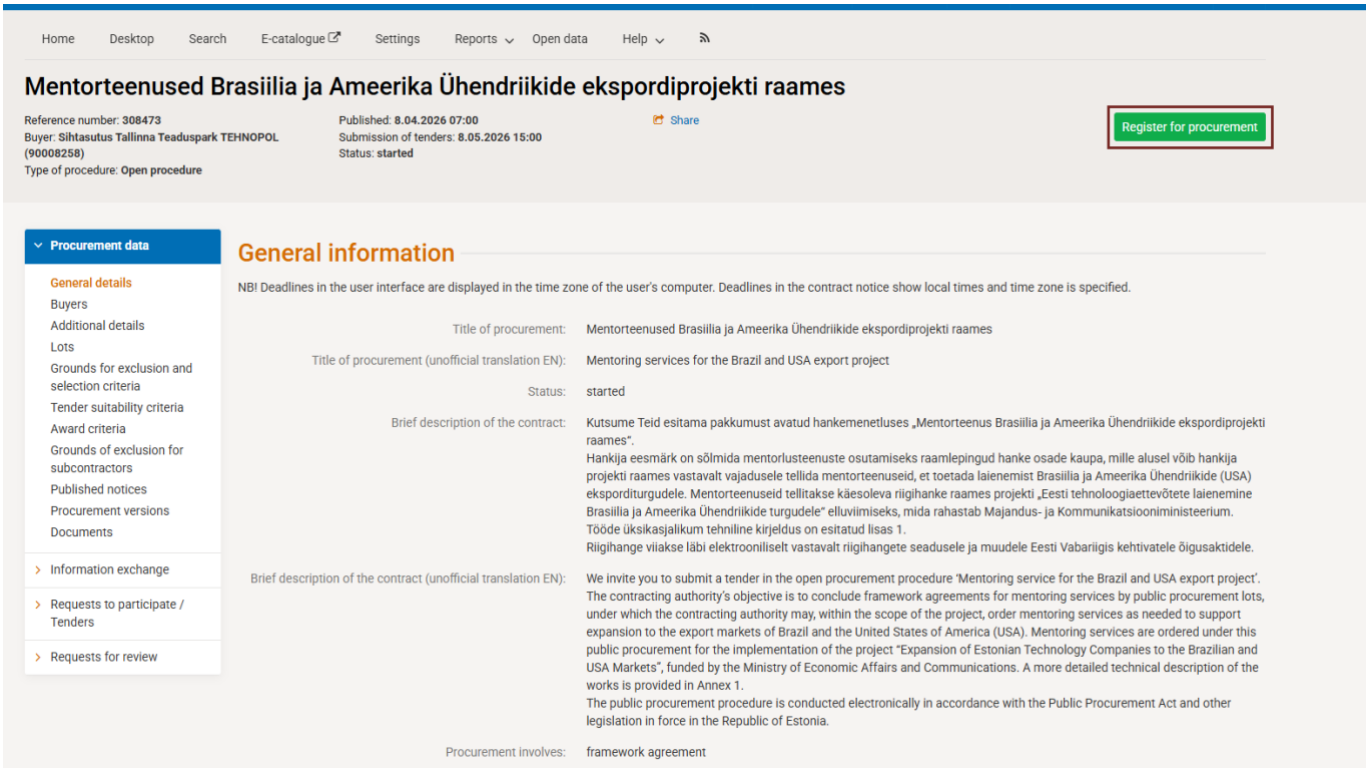
Step 3: Register for the Procurement

Now that your company profile is set up, you need to register for this specific procurement.

Go back to the main page [(https://riigihanked.riik.ee/rhr-web/#/)](https://riigihanked.riik.ee/rhr-web/#/) and search for the procurement using its ID number: **317977**

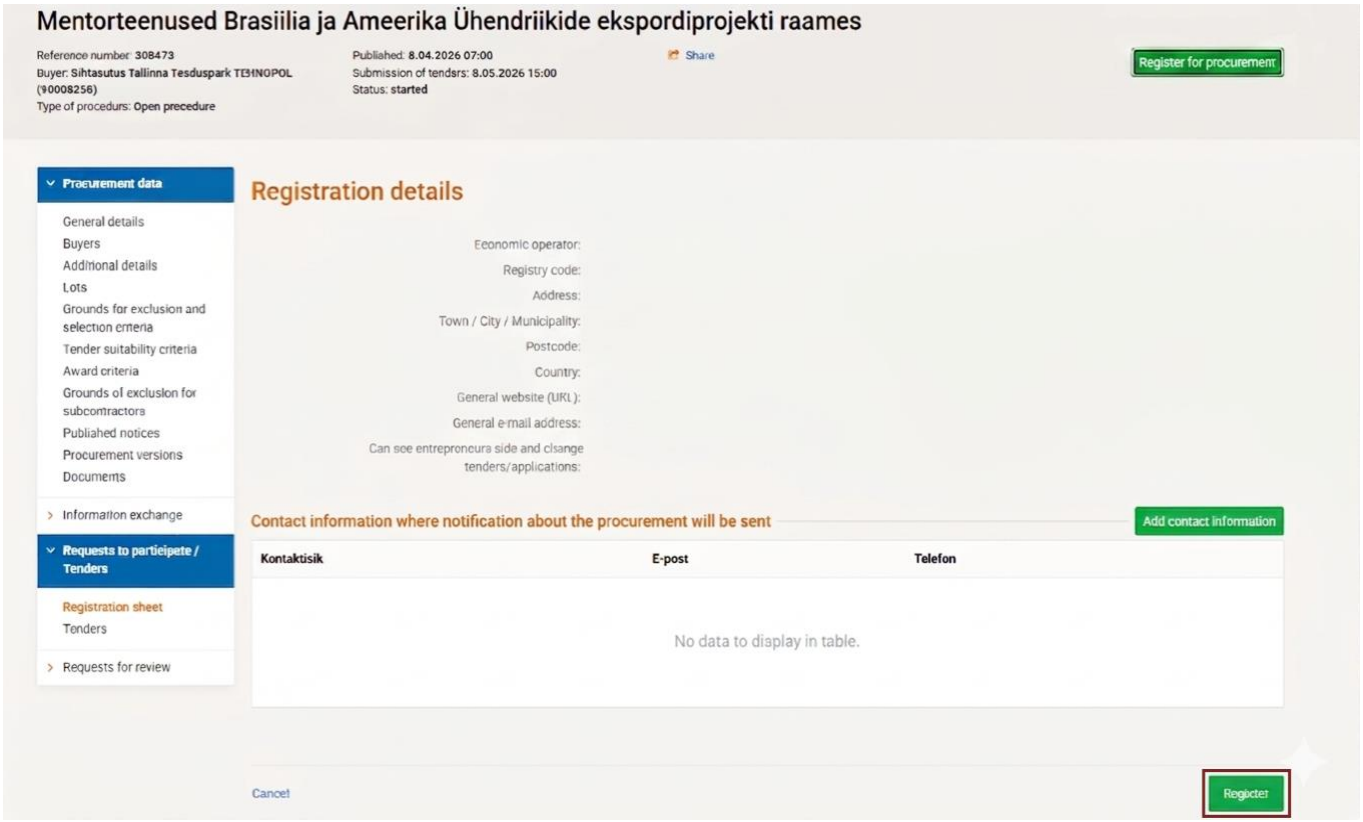


Once you have found and opened the procurement, click the green "Register for Procurement" button.



Tip: You can also add contact information under the "Add contact information" button. This is the address to which notifications about this procurement will be sent.

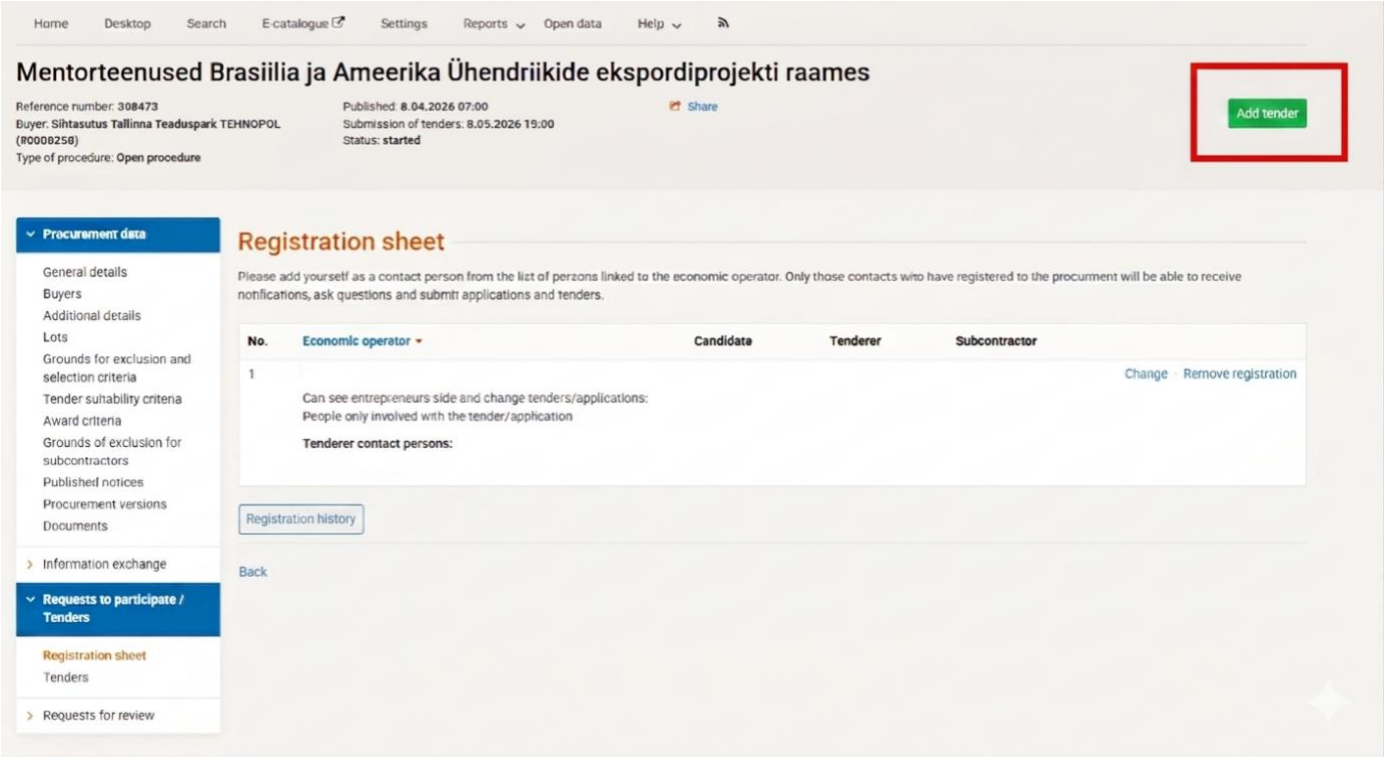
Click "Register" to confirm.



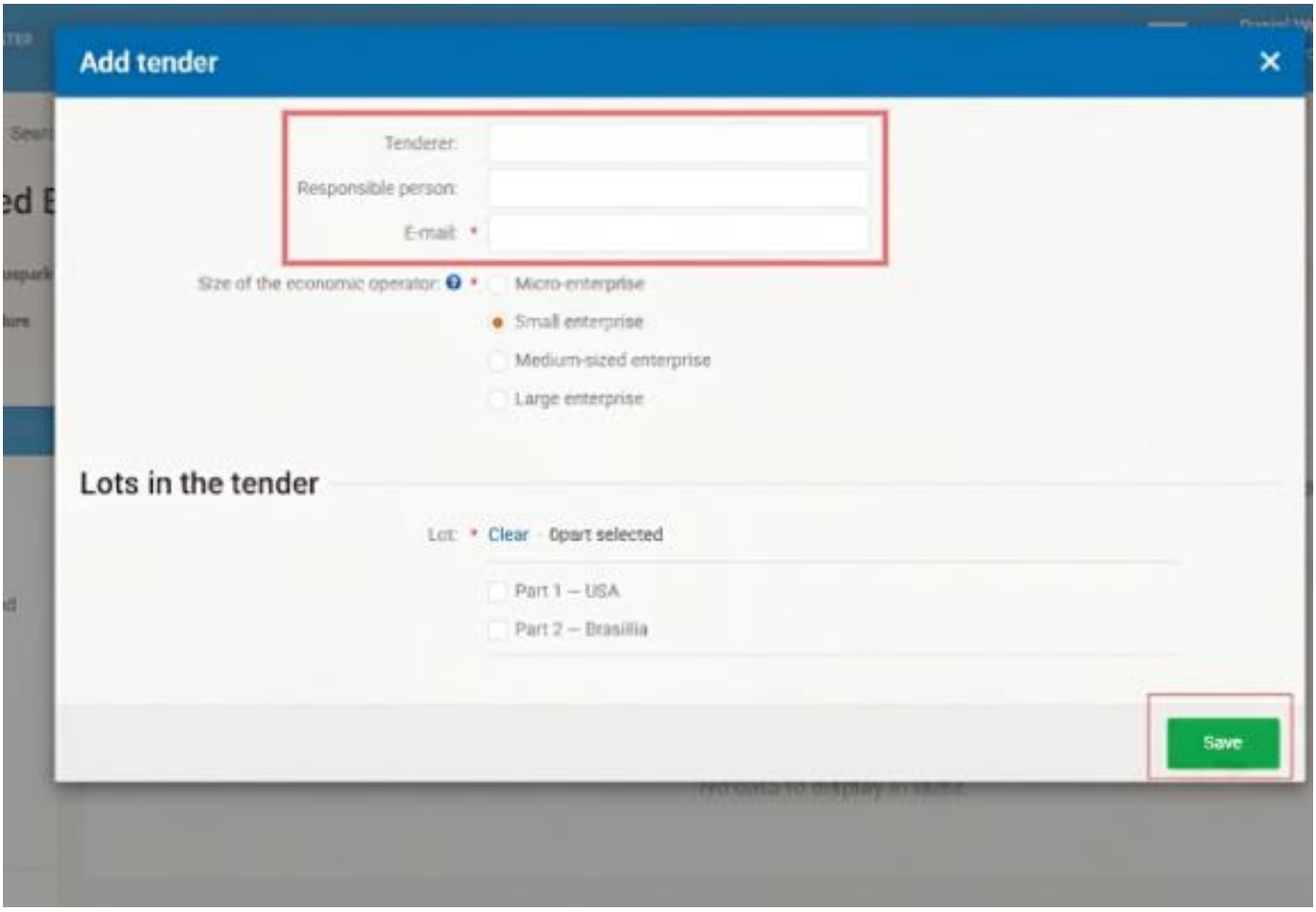
Step 4: Add Your Tender

With your registration confirmed, you are ready to begin completing your tender.

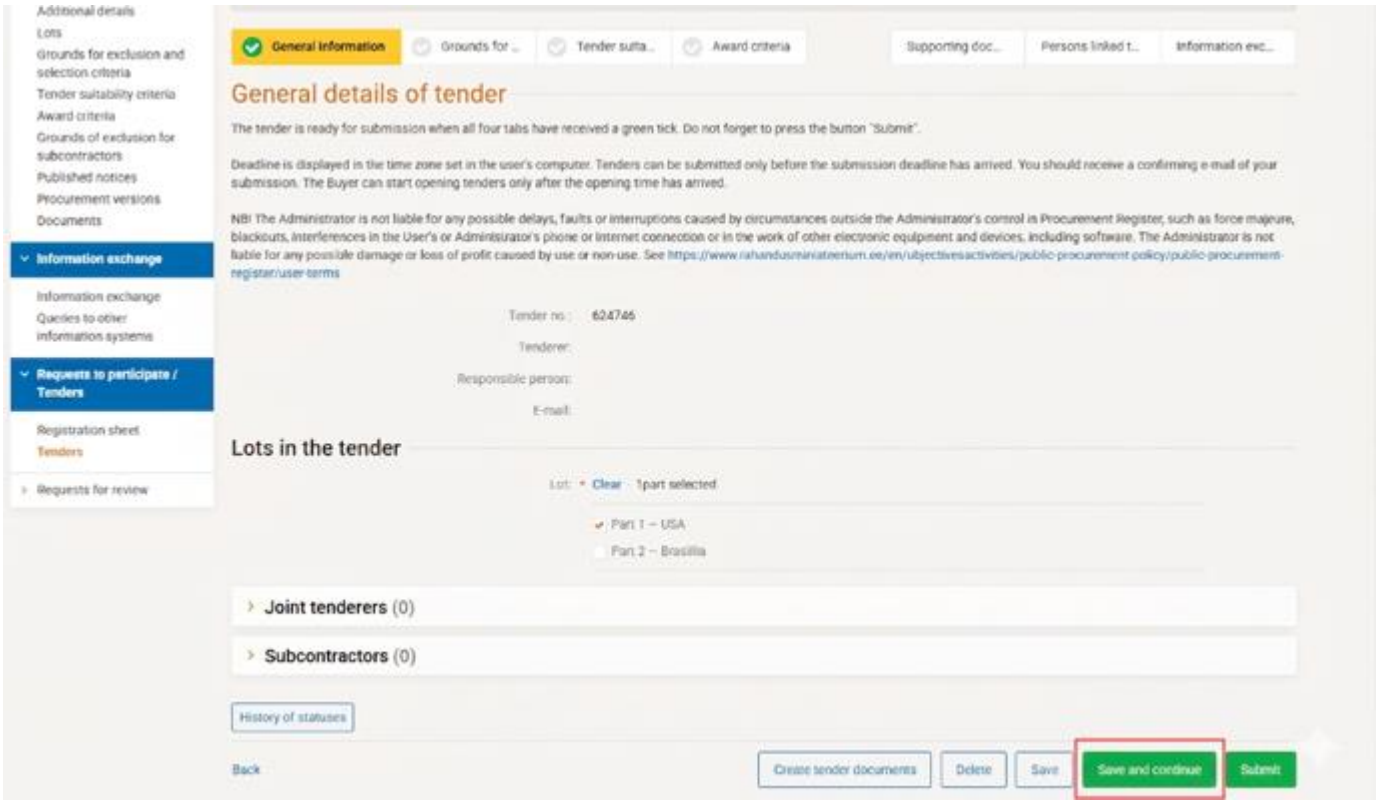
Navigate to: Requests to participate / Tender → Registration sheet. Then click the green "Add Tender" button. In the window that opens, fill in or check the Tenderer, Responsible person and E-mail fields, then click "Save".



If a procurement is divided into lots, you must select the lot(s) you are tendering for. You can change your selection until the tender is submitted, or after withdrawing it. **This procurement is not divided into lots, so this step does not apply.**



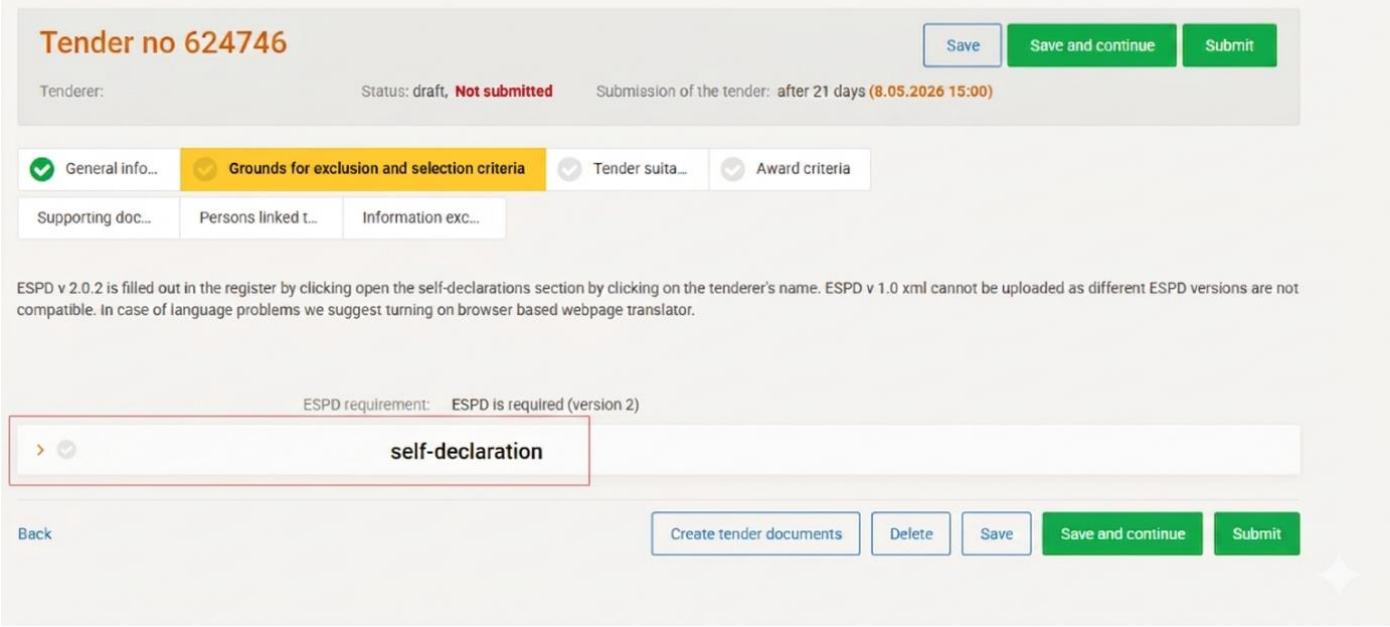
Review the General Information section. When everything is correct, click "Save and Continue".

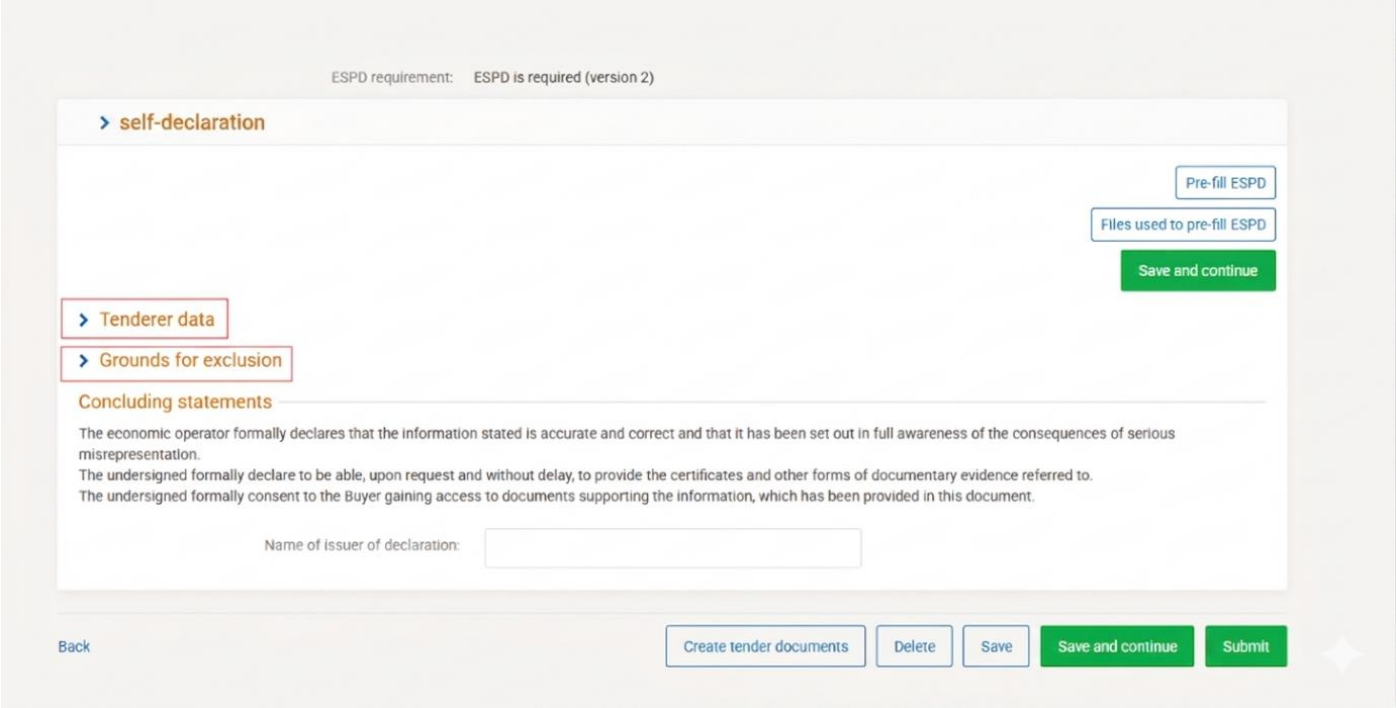


Step 5: Grounds for Exclusion

This step consists of three parts: "Self-declaration", "Tender Data" and "Grounds for Exclusion". Open each part, complete the questionnaire and tick all the boxes that apply to your company. When you have finished each part, click "Save and Continue".

> **Tip:** The ESPD (European Single Procurement Document) will be generated automatically from the information you enter here — you do not need to upload it separately.

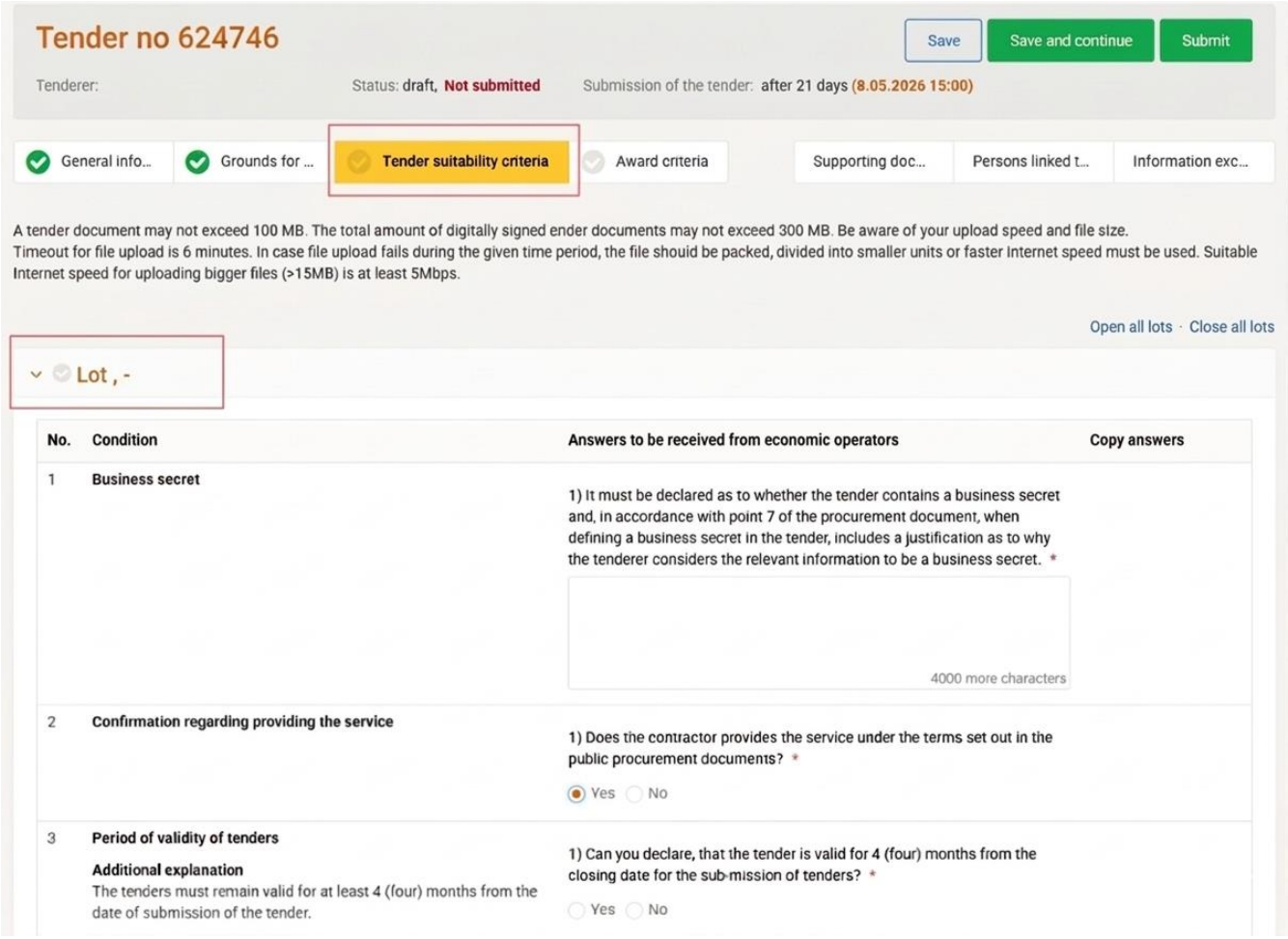




At the end of the last part, enter your name to confirm that the information you provided is correct, then click "Save and Continue".

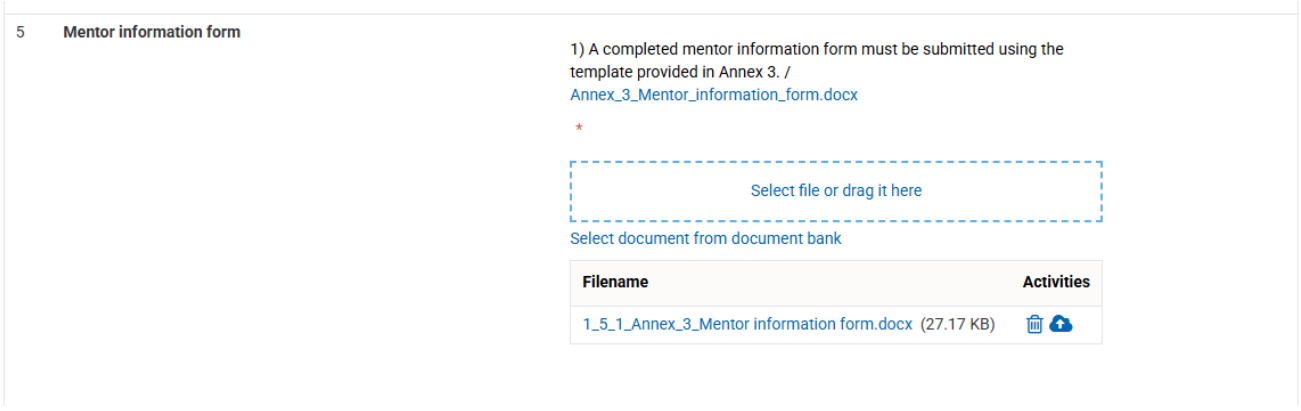
Step 6: Tender Suitability Criteria

Next, open the "Tender Suitability Criteria" section and fill in all mandatory fields that apply to your company and experience.

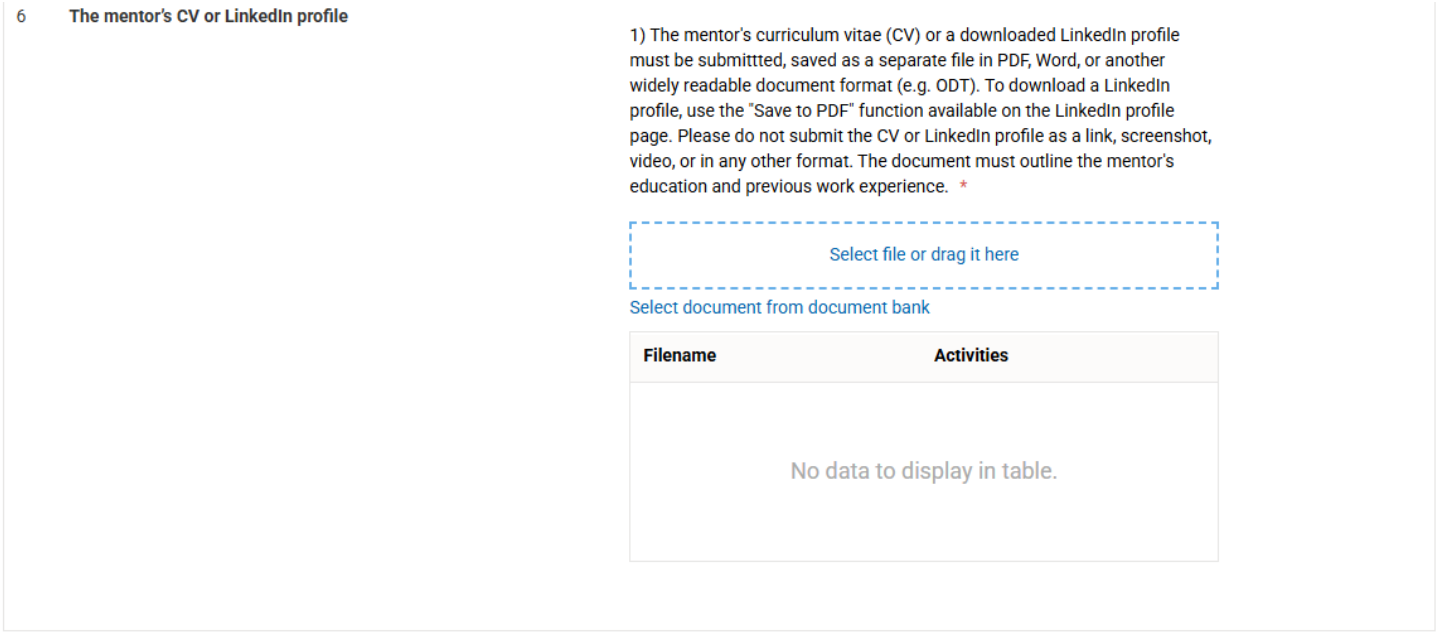


⚠ **Note: Two fields require special attention:**

- **Point 5 – Mentor Information Form:** Upload your pre-filled Annex 3 (Mentor Information Form). This document is available for download in the Documents section of the procurement. Make sure it is fully completed before uploading, as it cannot be modified after the tender is submitted.



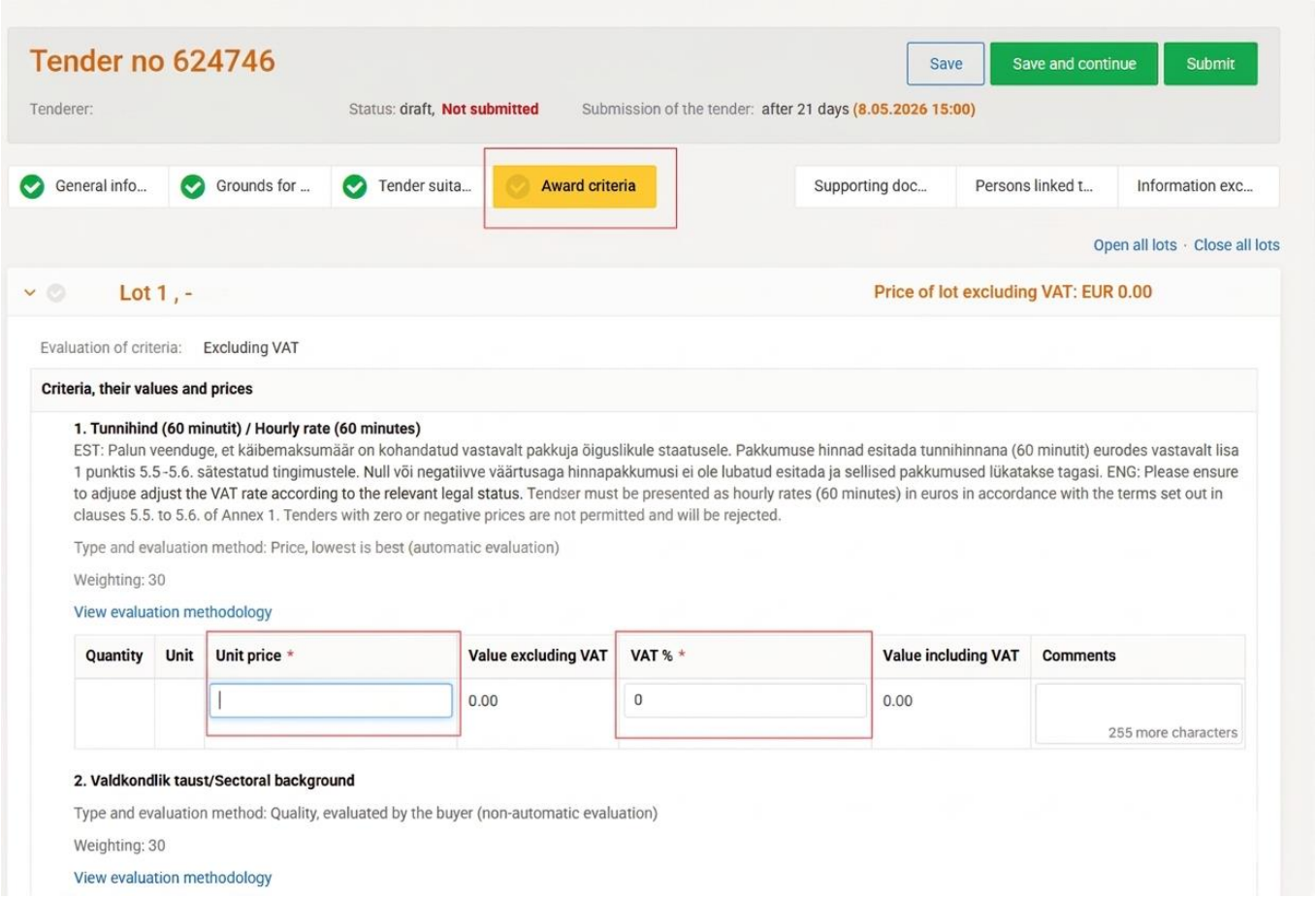
- **Point 6 – CV:** Upload your CV in one of the accepted file formats (see the note below).



⚠ **Note:** All commonly used file formats are accepted, for example .pdf, .txt, .rtf, .odt and MS Office files (Word, Excel). Each file can be up to 20 MB, and the whole tender up to 100 MB.

Step 7: Award Criteria

In the Award Criteria section, you must enter your hourly rate (price) in euros (EUR).



Tip: The VAT field refers to Estonian VAT, which applies only to Estonian tenderers. Always set the VAT rate to 0% before saving.

Step 8: Submit Your Tender

Once all sections are complete, you are ready to submit your tender.

Click the "Submit tender" button. The system will ask you to confirm your submission. If you click "Yes", your tender will be marked as submitted and no further changes can be made. If you click "No", you can continue editing your tender before submitting.

