



# Procurement guide

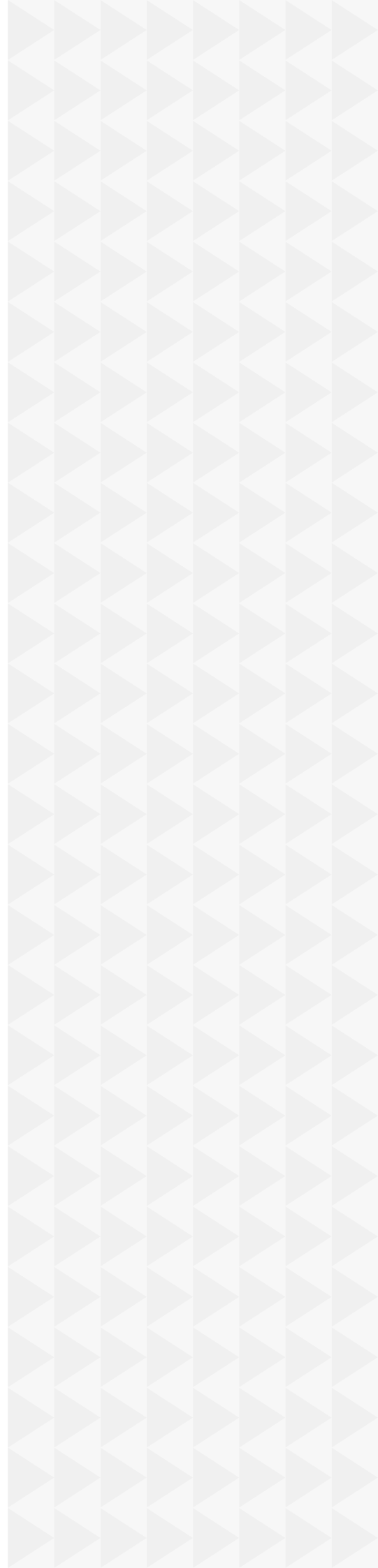
Specifics of participation in tenders  
of electronic procurement systems  
using state budget of  
Ukraine and donor funds

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# Opportunities for foreign organizations to participate in tenders

## What is Prozorro?

### General information on procurement in the Prozorro system

All procurements funded by the state budget of Ukraine and some donor organizations are conducted through the Prozorro system. Procurement funded by international donor organizations may be announced in the Prozorro system (e.g., GIZ, USAID), however, the contracting authority can independently determine the terms and conditions of the tenders.

**Participation in [Prozorro](#)** (in Ukrainian – transparent, clear) is a public electronic procurement system in which state and municipal customers announce tenders to purchase goods, works and services, while businesses compete for the opportunity to become public suppliers. All procurements are transparent and conducted online, allowing companies from all over the world to participate on equal terms.

## How Prozorro system works?

Implemented in 2016 **PROZORRO** system has since been globally recognized as one of the most innovative public procurement systems.

Currently, all Ukrainian enterprises that are owned by the state or have a state share are required to carry out all their purchases through this platform.

- ▶ As of today Prozorro brings together more than 35,000 state and municipal authorities and enterprises (customers of goods, works and services) and approximately 250,000 commercial companies (suppliers).

**35,000+** state and municipal authorities and enterprises (customers of goods, works and services)



**250,000+** commercial companies (suppliers)

## What makes PROZORRO a unique E-procurement system



### Open API

allowing new services to be built using Prozorro data



### Electronic submission

of tender proposal



### Two-level hybrid system

consisting of central database and 13 commercial marketplaces



### Open source code

of the system



### Public BI module

for analyzing procurement from different angles

## Key facts about Prozorro

### PROZORRO

is a Ukrainian word for “transparency” and a main principle of our system is “**everyone sees everything**”



### UAH 290+ BLN

(~ EUR 8.7 bln) in savings over the years of activity (2016-2024)



### 4.3 MLN

tenders



### 165K

participants

# General information on procurement in the Prozorro system

## What makes Prozorro a distinctive electronic tender system?

- ▶ **“Everyone sees everything”** – from the announcement to the tender results
- ▶ **Equal access** for all suppliers
- ▶ **Online participation** – from anywhere in Ukraine or around the world
- ▶ All public procurements conducted through a single electronic system
- ▶ **Access to data analysis** through the public analytics module [bi.prozorro.org](https://bi.prozorro.org), developed by Transparency International Ukraine
- ▶ Procurements funded by the **World Bank, European Investment Bank (EIB)**, and other international financial institutions are conducted through the Prozorro system
- ▶ **Automatic notifications and reminders** – the system notifies users of key stages: deadlines, auction, decisions.

## Main procurement categories

Construction	Medicine	Furniture	Computer equipment	Office and household goods	Transport and spare parts
Energy, oil products and fuel	Metals	Utility and consumer services	Education and consulting	Real estate	Agriculture
Clothing, footwear and textile	Industrial equipment	Food	Printing	R&D works	Various services and products

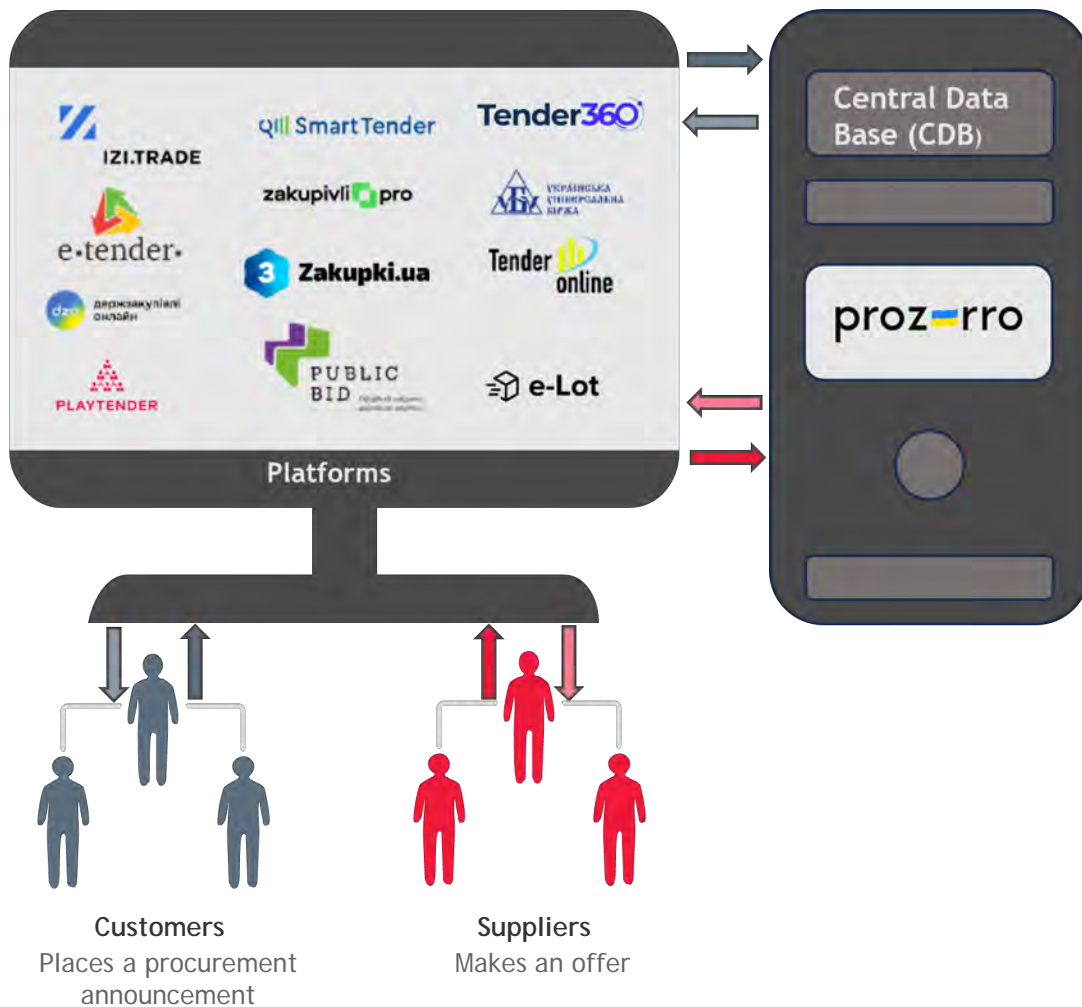
The procurement of goods, works and services funded from state resources is governed by the following regulatory documents:

- ▶ Law of Ukraine No. 922-VIII “On Public Procurement” dated 25.12.2015
- ▶ Resolution of the Cabinet of Ministers of Ukraine (CMU) No. 1178 dated 12.10.2022, on approval of features of public procurement of goods, works and services for customers provided for by the Law of Ukraine “On Public Procurement” during the period of martial law in Ukraine and within 90 days from the date of its termination or cancellation.

The Prozorro system is an electronic public procurement platform where the contracting authorities announce the tenders for the purchase of goods, works and services, and businesses participate in these procurements. Currently, all Ukrainian enterprises that are state-owned or have a state share are required to conduct all procurements with a value approximately equal to or exceeding EUR 5,000 through electronic procurement procedures within the Prozorro system.

Architecturally, Prozorro consists of a central database containing information on all public procurement in Ukraine and authorized electronic platforms (AEP), that have received accreditation for the right to provide electronic bidding services. AEP via API (Application Programming Interface) communicates with the Prozorro CDB.

This means that when the bidders submit their bids through the electronic platform, this information is transmitted to the central Prozorro database. You can also get access to the tender data published in the Prozorro system through AEP, which allows you to ensure transparency and openness of the tender procedures.



Currently, 13 AEP are accredited in Ukraine. Information about them is available on the Prozorro website (Home | Prozorro).

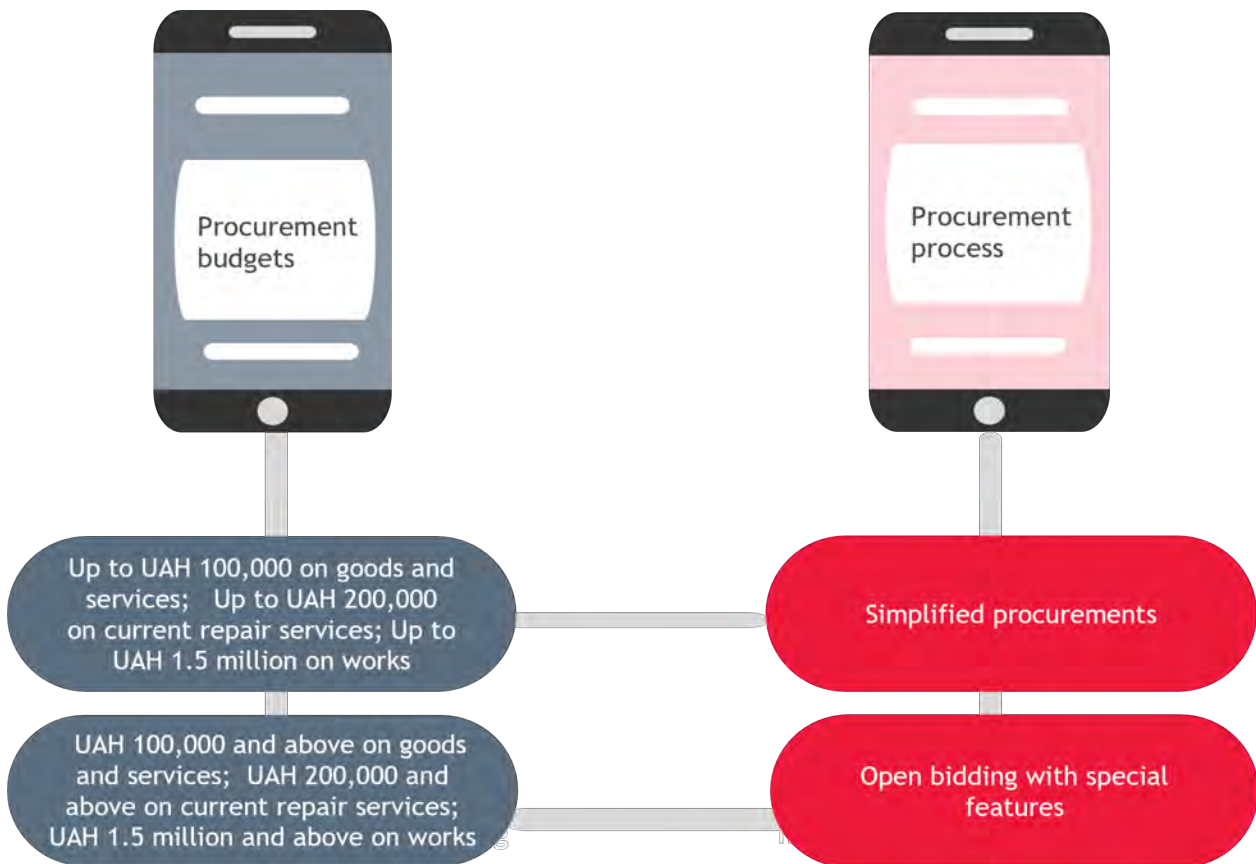
To announce a procurement, the contracting authority may choose any platform, while the information on the tender is automatically transmitted to all other accredited platforms. Similarly, bidders may choose any platform through which to submit their bids.

Every day, more than 1000 procurements are published in the system, as the state purchases a wide range of goods and services – from construction materials and food products to petroleum products, fuel, electricity, and more. All information is publicly available, allowing anyone to view details about contracting authorities, announced tenders, bidders, tender results, and other relevant data.

Currently, the following basic procurement procedures are used in the Prozorro system:

- ▶ **Open bidding with features** is the most common type of the procurement. Any bidder that meets the requirements set by the contracting authority may participate. The winner is the bidder offering the lowest price, provided that the tender proposal complies with all requirements of the tender documentation.
- ▶ **Simplified procurement** is used for the procurement of goods, works or services with a value of up to UAH 200,000. Any bidder that meets the contracting authority's requirements may participate. The winner is the bidder offering the lowest price.

Cost limits of procurement procedures:



### Procedures "Open Bidding with Features"

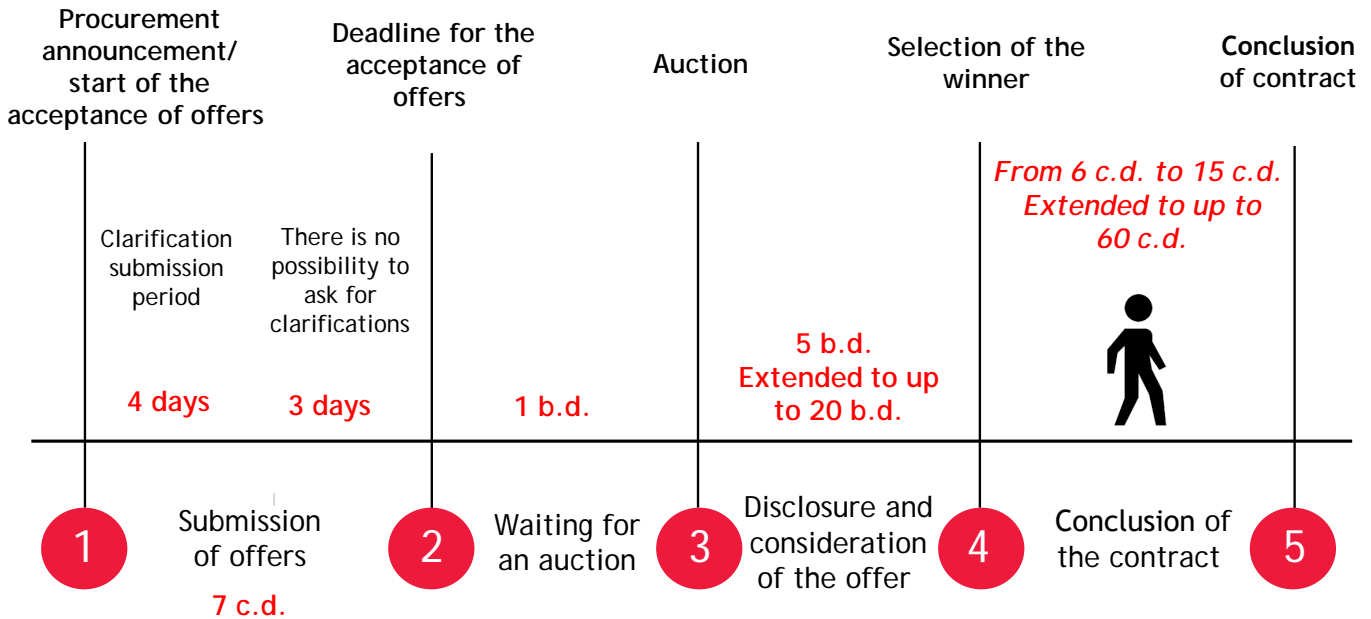
Open bidding may proceed even if only one bidder submits a proposal. In such cases, if a single tender offer is submitted, the procurement moves directly to the proposal review stage without an auction.

#### Main stages of open bidding with Features

Generally, the open bidding procedure with features can be divided into 4 stages:

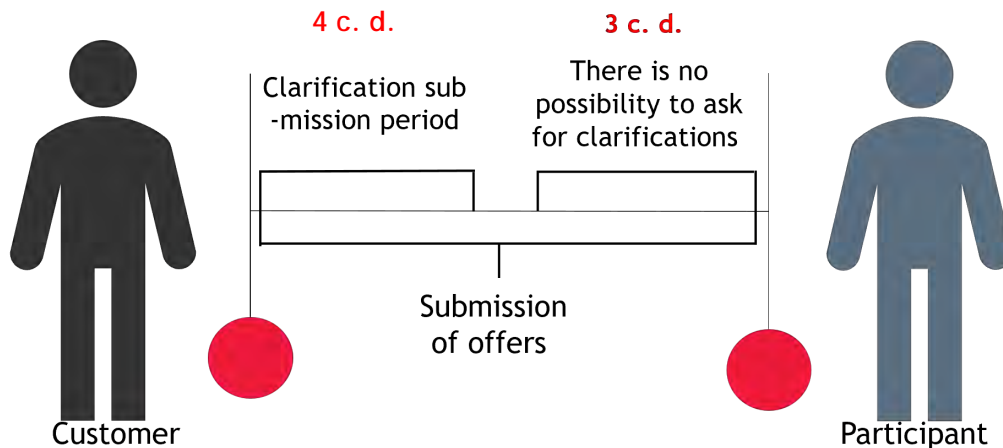
- ▶ announcement of procurement and submission of proposals
- ▶ auction
- ▶ consideration of proposals (qualification)
- ▶ selection of the winner and conclusion of the contract

## Open bidding with special features



### STAGE 1 Announcement of procurement/acceptance of proposals:

#### Period of clarifications and submission of offers



The procurement announcement shall be made in accordance with the form approved by Article 10 of the Law of Ukraine No. 922-VIII "On Public Procurement" | dated 25.12.2015 (rada.gov.ua). The contracting authority publishes the procurement notice via one electronic platform; however, within a few minutes, this information appears on all electronic platforms.

The clarification period and the submission of bids start immediately after the procurement notice is published. This period lasts at least 7 calendar days. This means that during this time, the bidders interested in this tender may contact the tender organizer for clarification, as well as submit their proposals.

From the first day and throughout the entire proposal submission period, the contracting authority may make amendments to the procurement announcement and tender documentation. During this period, bidders may submit their bids and address the contracting authority with questions, requests, or complaints, but no later than 3 c.d. before the deadline for submission of proposals, specified in the announcement. The contracting authority, in turn, is required to provide responses to such questions within 3 business days from the date they are received.

The contracting authority may amend the published tender at any time, provided that potential bidders have at least 4 days remaining before the submission deadline. If changes to the tender documentation are made later than 4 days before the deadline, the submission deadline must be extended so that no fewer than 4 calendar days remain for submitting bids. Upon completion of the bid submission period, the system automatically determines the date and time of the auction, which typically takes place on the next business day following the bid submission deadline.

If only one bidder submits a tender offer under open bidding with features, the procurement is conducted without an auction, and the contracting authority proceeds with the review of the single bid for compliance with the tender requirements.

## STAGE 2: Auction

The system activates the "Auction" module if more than one bidder has submitted a bid. Prior to the start of the auction, the number of submitted bids is not disclosed.

The auction consists of three rounds, during each of which participants have two minutes to reduce their bids in real time. The bidder with the lowest price is granted the opportunity to submit the final price reduction. A participant may reduce the bid in any round or choose not to reduce it at all.

At the end of the third round, the auction results are published on the auction page, including the names of the participating companies and the bid prices submitted by each bidder in each round.

### Pay attention to the time!

Auctions are held during **working/ business hours in Kyiv (Ukrainian) time**. If you are in a different time zone, **check the schedule in advance** to ensure you do not miss an event.

✓	ТОВ "НВК "УКРЕКОПРОМ"	1 974 150,00 грн
✓	ТОВ "Товариство з обмеженою відповідальністю "Еко Захист-Україна"	1 972 224,00 грн
✓	ТОВ ТАРКОМ ЕКОСЕРВІС	1 155 500,00 грн
✓	ТОВ "ЕКОЛОГІЧНІ ПЕРЕРОБНІ ТЕХНОЛОГІЇ"	1 144 850,00 грн
<b>Раунд 2</b>		
✓	ТОВ "НВК "УКРЕКОПРОМ"	1 974 150,00 грн
✓	ТОВ "Товариство з обмеженою відповідальністю "Еко Захист-Україна"	1 972 224,00 грн
✓	ТОВ ТАРКОМ ЕКОСЕРВІС	1 144 750,00 грн
✓	ТОВ "ЕКОЛОГІЧНІ ПЕРЕРОБНІ ТЕХНОЛОГІЇ"	1 134 100,00 грн
<b>Раунд 3</b>		
✓	ТОВ "НВК "УКРЕКОПРОМ"	1 974 150,00 грн
✓	ТОВ "Товариство з обмеженою відповідальністю "Еко Захист-Україна"	1 972 224,00 грн
✓	ТОВ ТАРКОМ ЕКОСЕРВІС	1 134 000,00 грн
✓	ТОВ "ЕКОЛОГІЧНІ ПЕРЕРОБНІ ТЕХНОЛОГІЇ"	1 123 350,00 грн

**After the auction** (Checking and correcting the mistakes of the participant with the lowest price)

**Document verification and 24 hours to correct mistakes:**

- ▶ The customer checks the winner's documents within **5 business days**.
- ▶ If there are errors that can be corrected, the participant is given **24 hours** to correct them. It is important not to miss this deadline, even if it falls on a weekend

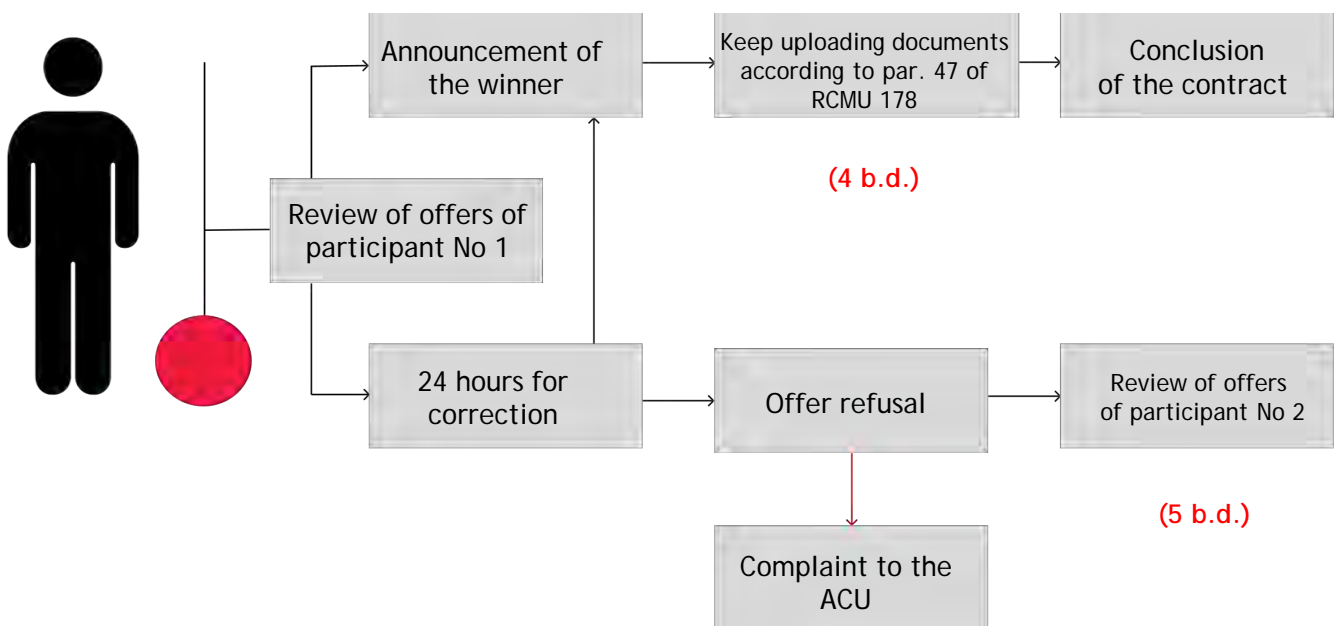
**What can be corrected?**

- ▶ Minor errors, missing information, missing document.

**What cannot be corrected?**

- ▶ Absence of bank guarantee (bid security), if required;
- ▶ Lack/absence of information concerning the technical characteristics of the procurement subject. Everything related to the technical part, terms of reference, technical specifications (e.g. incomplete list of information in the certificate/ reference of material and technical base, lack of such a certificate, failure to confirm the availability of technical equipment, technical base). In these cases, corrections are not allowed.

**STAGE 3: Review of proposals and selection of the winner**



Review and selection of the winner: this is the stage during which the tender organizer evaluates the most economically advantageous tender proposal based on the results of the auction and checks all the documents submitted by the participant for compliance with the requirements of the tender documents.

He has 5 business days for this, however the deadline can be reasonably extended to up to 20 business days.

## STAGE 4: Selection of the winner

After the tender organizer accepts the most cost-effective offer (decides on the winner of the tender), the winning bidder must submit the original supporting documents within 4 days. The list of these documents is determined by Law of Ukraine No. 922-VIII. The required documents confirm the absence of grounds specified in paragraphs 3, 5, 6, and 12 of Part One and Part Two of Article 17 of the Law. At the same time, the contracting authority does not require confirmation if the relevant information is available in open public registers or as open data.

The contracting authority and the winning bidder have up to 15 calendar days to conclude the contract. This period may be extended to up to 60 calendar days if the contracting authority provides a justified reason.

### What should the winner pay attention to?

Winner's documents: a mandatory step after winning

- ▶ **Submission deadline is 4 calendar days:**  
After the winning you must submit an additional package of documents within 4 calendar days.
- ▶ **Prepare in advance:**  
Review the list of the winner's documents in the tender documentation during the proposal preparation stage.

You may begin preparing the winner's documents immediately after the auction ends if your bid is recognised as the lowest. This allows you more time to complete the documentation.

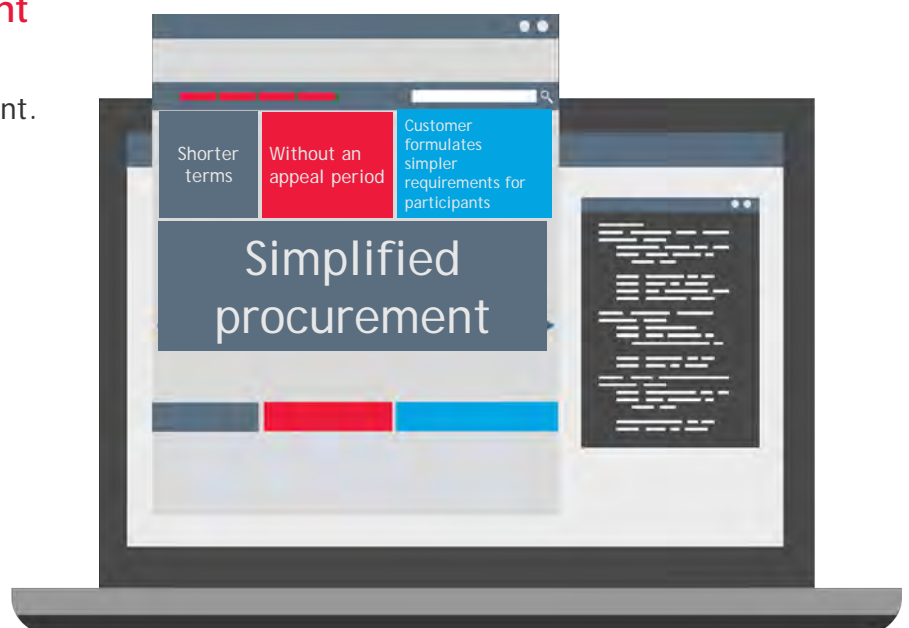
Typical winner's documents:

- ▶ certificates confirming no criminal record and no corruption offences of the company's head
- ▶ sometimes the financial security for proper performance of the contract and other certificates

If a required document is not available in the country of company's registration, an equivalent document and an explanatory letter must be provided.

## 1.5 Simplified procurement

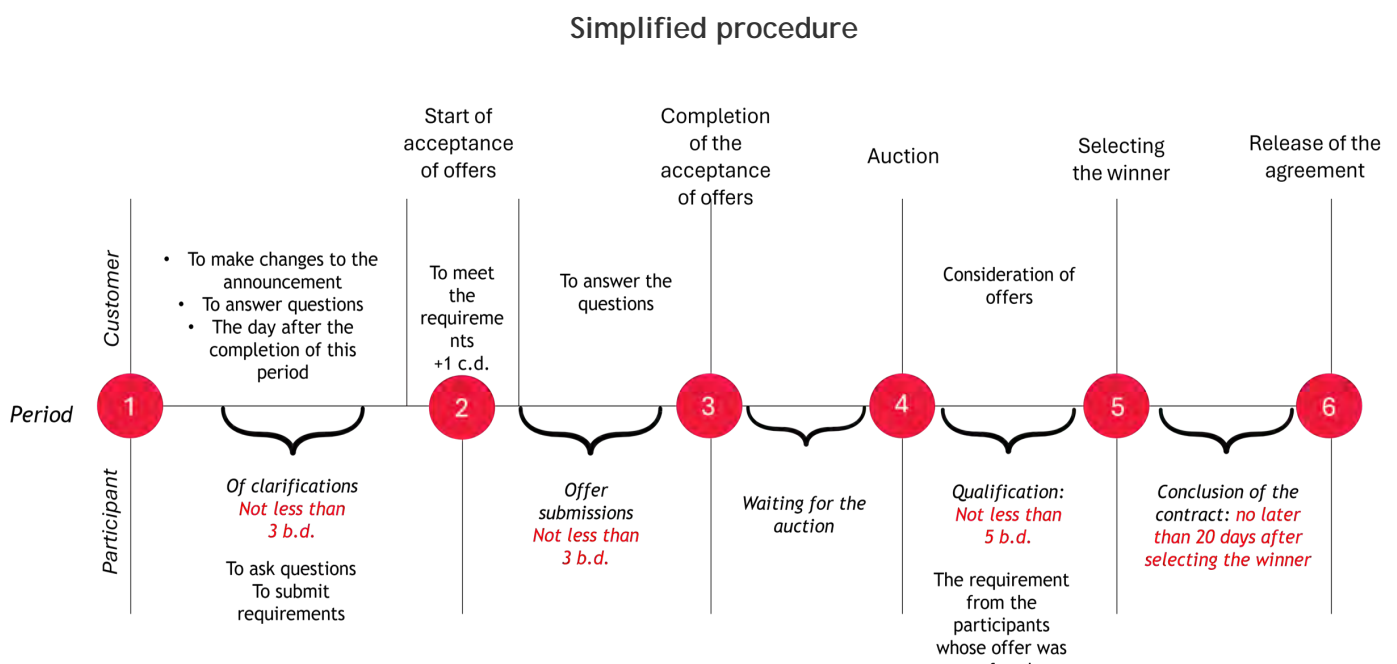
The second type of procurement procedure is simplified procurement. Contracting authorities apply this procedure under the following price conditions:



This procurement is conducted in a more simplified way, featuring shorter timelines, a minimal set of required documents, and no appeal period for tender requirements.

This procurement procedure involves the following stages:

- ▶ Tender announcement
- ▶ Clarification period
- ▶ Submission of proposals
- ▶ Auction
- ▶ Review and evaluation of the proposals
- ▶ Conclusion of the contract



**Clarification period:** In simplified procurement, the clarification period lasts at least 3 business days. During this time, bidders may contact the contracting authority via the electronic platform to request clarifications regarding the information specified in the procurement announcement.

The contracting authority is required to provide clarifications and/or make amendments to the announcement within 1 business day of receiving a request.

**Submission of proposals:** The proposal submission period may not be shorter than 2 business days.

**Auction:** is not mandatory. It is held only if at least two bidders submit proposals. Based on the results of three rounds of price reduction, the bidder offering the most economically advantageous proposal is selected as the winner.

If only one proposal is submitted for the tender, the procurement procedure proceeds directly to the next stage.

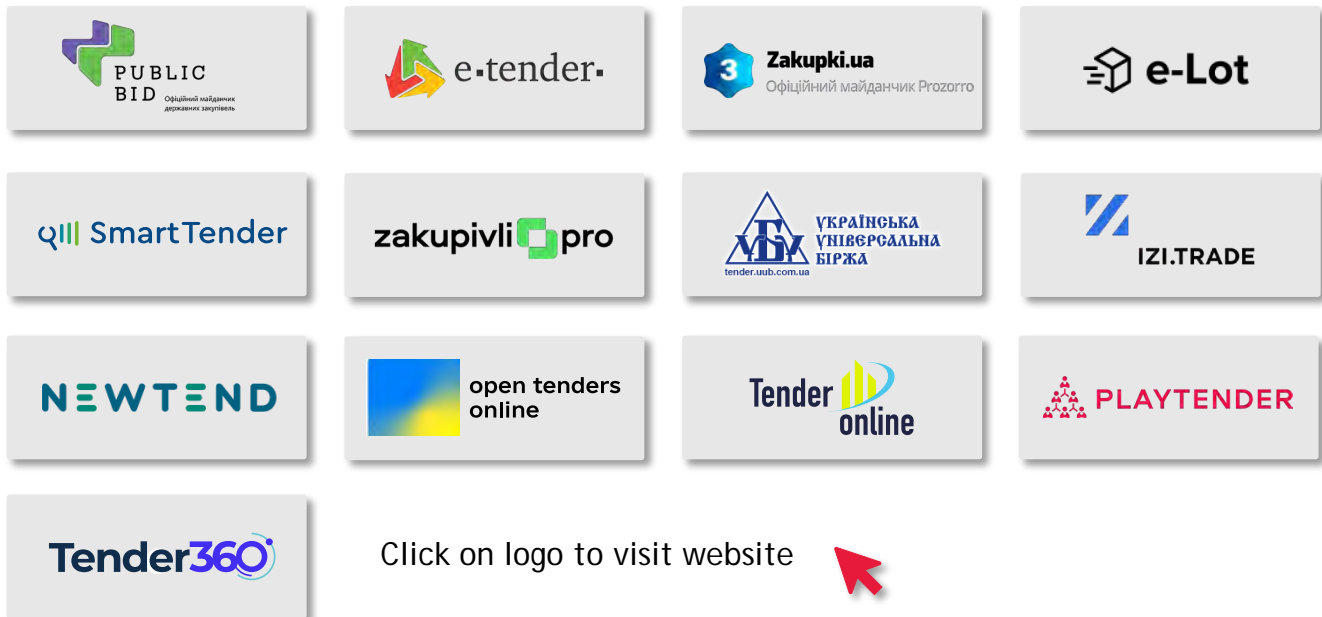
**Review and evaluation of proposals.** The deadline for the contracting authority to review and evaluate the winning bid for compliance with the tender documentation requirements does not exceed 5 business days.

**Conclusion of a procurement contract,** if all documents submitted by the bidder offering the most economically advantageous proposal comply with the tender documentation requirements, the contracting authority concludes a procurement contract with that bidder.

# Registration and key features of working with authorized electronic platform

As noted above, the bidders submit their tender proposals through authorized electronic platforms (AEP). The list of AEP is available at the link [Home | Prozorro](#).









Currently, 13 electronic platforms are accredited in the Prozorro system. All platforms offer the same functionality for bidding, but differ in interface and additional options. Here is a list of these platforms:



The following platforms offer the option to use a foreign language interface and are equipped with additional feedback tools that allow users to communicate with English-speaking consultants.

## Link to registration instructions

### Platform Name

	 <a href="https://smarttender.biz/reestratsiya/step1">https://smarttender.biz/reestratsiya/step1</a>
	 <a href="https://smarttender.biz/en/academy/instructions-for-prozorro-suppliers/view/registration-in-prozorro/">https://smarttender.biz/en/academy/instructions-for-prozorro-suppliers/view/registration-in-prozorro/</a>
	 <a href="https://gov.e-tender.ua/v2/register">https://gov.e-tender.ua/v2/register</a>
	 <a href="https://smarttender.biz/en/academy/instructions-for-prozorro-suppliers/view/registration-in-prozorro/">https://smarttender.biz/en/academy/instructions-for-prozorro-suppliers/view/registration-in-prozorro/</a>
	 <a href="https://izi.trade/docs/en/howto/registration-and-authorization.html#registration">https://izi.trade/docs/en/howto/registration-and-authorization.html#registration</a>

## Peculiarities of registration for non-residents

The registration procedure for all platforms is mostly identical. To register, you need to follow the “Registration” link on the homepage of your chosen platform and complete the required fields. During the registration process, participant identification is mandatory.

Identification of the registered participant is carried out using one of the following ways:

- ▶ a symbolic payment of UAH 20 is made from the company's current account;
- ▶ signing a contract using an EDS. You will receive an e-mail with a link to the completed contract, apply an EDS and send it to the AEP.
- ▶ signing a contract in paper form.

Identification is required for AEP to make sure that the company is really established and intends to participate in the tenders.

How can a non-resident company replenish the balance of the account?

Certain specific features apply to companies that are non-residents of Ukraine.



After registration, the contact person of the non-resident company will be contacted by the platform manager to sign the contract. The contract is signed bilingually (ukr / eng).


Based on the details specified in the contract, an account is opened in euros or US dollars. The company pays the required amount in a currency of its choice (USD or EUR). However, this must be done from the current account of the non-resident participant's company.

Once the foreign-currency payment is received, the funds are converted into Ukrainian hryvnias and credited to the participant's personal account at the NBU exchange rate applicable on the date of receipt. After that, the company is able to participate in procurement procedures.

To log in to the account, use a username and password. Login is the participant's email address, password is a combination of characters that is generated during registration.

Participation in Prozorro procurement procedures is subject to a fee. The amount payable for participation in the tenders depends on the procurement budget, approved by the resolution [of the Cabinet of Ministers of Ukraine](#), and on all electronic platforms it is the same and is:

	
Procurement budget	Prozorro tariff with VAT
Up to UAH 20 000	UAH 20.40
Up to UAH 50 000	UAH 142.80
Up to UAH 200 000	UAH 408
Up to UAH 1 000 000	UAH 612
UAH 1 000 000 and above	UAH 2040
UAH 4 000 000 and above	UAH 4080



To participate in the procurement procedure, the bidder's balance sheet must contain an amount sufficient to cover the participation fee. Funds are debited automatically at the time the bid is submitted, so if the required amount is not available on the balance, the bidder will not be able to submit the offer.

For non-residents of Ukraine, the period for crediting funds to the balance may take longer than for residents, and may take up to 5 business days. This is due to additional checks carried out by the banks for the non-residents. Therefore, when planning participation in a procurement procedure, the following recommendations should be considered:

- ▶ Replenish your balance in advance to ensure that the funds are credited before the bid submission deadline;
- ▶ Contact AEP support if the funds have not been credited to your balance within 5 business days.

For the residents of Ukraine, funds are usually credited to the balance within a few hours.

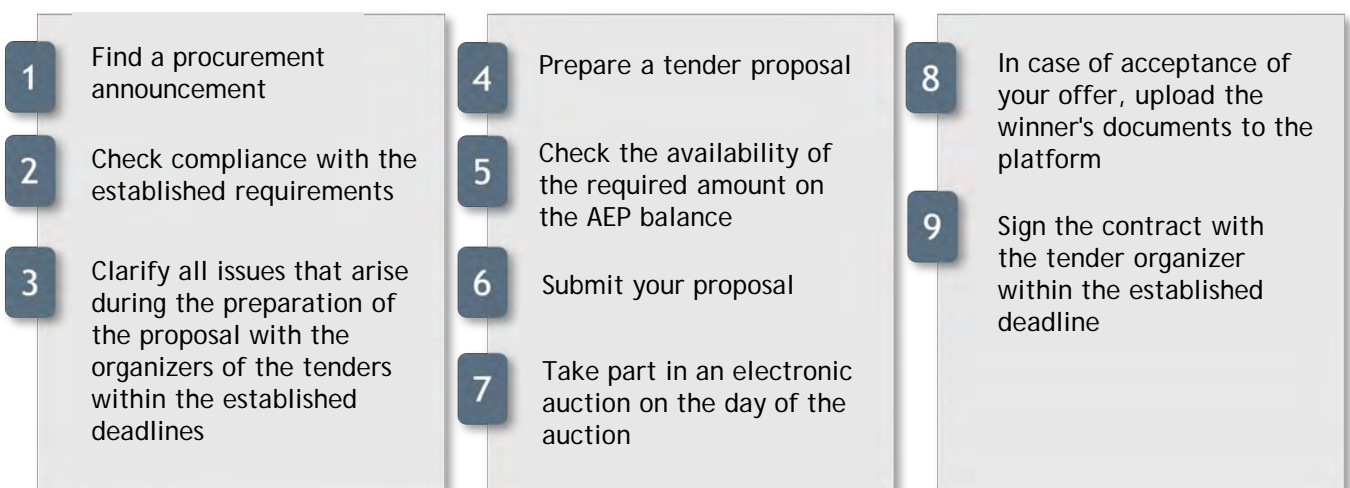
In your electronic account on AEP, you can set up electronic notifications for tender announcements. Thus, you will receive daily notifications about tender that correspond to the selected CPV code (code of goods, works and services you are interested in). The CPV code is determined according to DK 021:2015.

However, it is possible to subscribe to the tenders according to other parameters, for example:

<b>By the subject of procurement:</b>	<ul style="list-style-type: none"> <li>▶ Enter keywords in the "Tender name" field</li> <li>▶ Select the CPV code from the drop-down list</li> </ul>
<b>By date:</b>	<ul style="list-style-type: none"> <li>▶ Enter the date of publication of the announcement</li> <li>▶ Select the tender status (active, completed)</li> </ul>
<b>By customer:</b>	<ul style="list-style-type: none"> <li>▶ Enter the name or EDRPOU of the tender organizer</li> </ul>
<b>By location:</b>	<ul style="list-style-type: none"> <li>▶ Select a region or city</li> </ul>
<b>By the expected cost:</b>	<ul style="list-style-type: none"> <li>▶ Specify the range of expected value</li> </ul>

On the websites of electronic platforms, you can find detailed instructions on registration, replenishment of the balance, submission of the bids, subscription to newsletters and others.

If interested in participating in the tenders, it is recommended to follow the step-by-step plan outlined below:



# Recommendations for the preparation and submission of bids

## Preparing for participation in the tender: important points



### Tender documentation

Study all requirements carefully for the possibility of confirmation.



### Foundation documents

Non-residents of Ukraine must provide those documents that are required by the legislation of the country in which this participant is registered (analogs of the documents).



### Time limits

From the announcement of the procurement to the submission of the proposal, the participant has at least 7 calendar days.



### A bank guarantee (a tender security)

A financial guarantee that the customer may require from participants (not in all procurements) to be confident in the bidder's interest and obligations as a supplier. The amount of the tender guarantee for the tender offer is:

- ▶ for works – no more than 0.5% of the expected procurement cost;
- ▶ for goods or services – no more than 3% of the expected procurement cost.

The amount of the bank guarantee is charged by the customer only if you have not fulfilled the obligations of the participant, e.g.:

- ▶ if you win and do not sign the procurement contract;
- ▶ if you win and do not provide the winner's documents on time, etc.



### Translation of documents

All documents must be submitted/formed **in Ukrainian**, and those documents that are drawn up in a foreign language must have a translation and certified in accordance with the requirements of the tender documentation: certified by the participant, or notarized, or apostilled.



### Electronic signature (Qualified electronic signature (QES) / Advanced electronic signature (AES))

All documents must be signed with a Qualified electronic signature or Advanced electronic signature. Foreign companies without a representative office in Ukraine are **not obliged** to sign with the electronic signature.



Remember that the tender process requires patience and persistence. Do not give up after the first failures, because each tender is a valuable experience that leads you to victory

To participate in the procurement procedure, the bidder's balance sheet must contain an amount corresponding to the cost of participation in the procurement. Funds are debited automatically when sending an offer, so if the required amount is not on the balance, the participant will not be able to submit his offer.

### Preparing for participation in the tender: important points

- ▶ **Tender documentation:** study all requirements carefully for the possibility of confirmation.
- ▶ **Foundation documents:** Non-residents of Ukraine must provide those documents that are required by the legislation of the country in which this participant is registered (analogs of the documents).
- ▶ **Time limits:** from the announcement of the procurement to the submission of the proposal, the participant has at least 7 calendar days.
- ▶ **A bank guarantee** (a tender security) is a financial guarantee that the customer may require from participants (not in all procurements) to be confident in the bidder's interest and obligations as a supplier. The amount of the tender guarantee for the tender offer is:
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The amount of the bank guarantee is charged by the customer only if you have not fulfilled the obligations of the participant, e.g.:

- if you win and do not sign the procurement contract;
- if you win and do not provide the winner's documents on time, etc.
- ▶ **Translation of documents:** All documents must be submitted/formed **in Ukrainian**, and those documents that are drawn up in a foreign language must have a translation and certified in accordance with the requirements of the tender documentation: certified by the participant, or notarized, or apostilled.
- ▶ **Electronic signature (Qualified electronic signature (QES) / Advanced electronic signature (AES):** All documents must be signed with a Qualified electronic signature or Advanced electronic signature. Foreign companies without a representative office in Ukraine are **not obliged** to sign with the electronic signature.

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## AUTHORS



**Vira Savchenko**  
CEO, BDO in Ukraine



**Tetiana Demchenko**  
Project Manager,  
BDO in Ukraine



**Olga Rozhkova**  
Head of Public Procurement  
Department, BDO in Ukraine



**Oksana Lazareva**  
Tenders manager,  
BDO in Ukraine

## CONTACTS

### Kyiv:

201-203, Kharkivske Road,  
10th floor

☎ +380 44 393 26 87, 88

📠 +380 44 393 26 91

### Dnipro:

4, Andriia Fabra Street,  
6th floor

☎ +380 56 370 30 43

📠 +380 56 370 30 45

### Lviv:

120, Shevchenko Str.  
Regus-KIVSH

☎ +38 032 242 44 12

✉ [info@bdo.ua](mailto:info@bdo.ua)

🌐 [www.bdo.ua](http://www.bdo.ua)



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