

USER MANUAL

Digital procurement for private companies

A step-by-step guide for buyers and suppliers using the Prokuro platform.

How to read this manual

If you are a **buyer**, read chapters 2, 3 and 4. If you are a **supplier**, chapters 2, 3 and 5. Chapters 6 and 7 are for everyone. Steps are numbered in the order you do them. **The platform is in Albanian:** buttons and pages are named as they appear on screen, in «», followed by their meaning in English.

This manual is also on prokuro.al/website, under «Manuali & Pyetje», with search.

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Introduction

1.1 What is Prokuro?

Prokuro is a free platform for digital procurement between private companies in Albania. A company publishes what it wants to buy — the products, units, quantities and deadline — and suppliers send sealed offers. When the deadline passes, the platform ranks the offers automatically and notifies everyone.

- 1 **The buyer publishes the tender** — the items, quantities, deadlines and qualification conditions.
- 2 **Suppliers ask questions and make offers** — until the deadline nobody sees the prices, not even how many offers there are.
- 3 **The deadline passes** — offers are ranked automatically, with the difference between them in %.
- 4 **The buyer chooses the winner** within 5 days.
- 5 **Everyone is notified** — in the platform and by email.

CAUTION

If the buyer does not choose a winner within 5 days of closing, the tender is cancelled automatically and all participants are notified.

1.2 Who is the platform for?

- **Buyers** — companies that want to buy goods or services and get offers from many suppliers at once.
- **Suppliers** — companies that sell and make offers on the tenders that suit them.
- **Both** — the same account can buy in one tender and make an offer in another.

Every business registers with its NIPT (tax number); the account is activated after the administrator checks it.

1.3 What do I gain as a buyer and as a supplier?

Buyers

- **More offers, fewer phone calls** — one tender reaches many suppliers at once.
- **Instant comparison** — at closing, offers are ranked automatically, with the difference in %.
- **Only serious offers** — qualification conditions keep out offers without documents.
- **A documented decision** — everything stays on record.
- **Free.**

Suppliers

- **Real requests from companies** — published tenders in one place, with search and filters.
- **Fair competition** — nobody sees your prices before the deadline.
- **A simple offer** — PDF documents and an offer in Excel/CSV, even from your phone.
- **You can change it** or cancel it until the deadline.
- **A clear result** — the ranking and the buyer's decision come to you.

Registration and sign-in

2.1 How do I create my business account?

- 1 Click «**Regjistrohu**» (Register) at the top right, or «**Krijo llogari falas**» (Create a free account) in the middle of the page.
- 2 Under «**Si do ta përdorni platformën?**» (How will you use the platform?) choose **Blerës** (Buyer), **Shitës** (Seller) or **Të dyja** (Both).
- 3 Fill in your business details. Required: **Emri i subjektit** (business name), **NIPT / NUIS** (tax number), **Celulari** (mobile) and **Objekti i veprimtarisë** (line of business); contact person, address and city are optional.
- 4 Enter the business **Email** and a **Fjalëkalim** (password) of at least 8 characters.
- 5 Tick the declaration that the details are correct and that you are authorised to represent the business.
- 6 Click «**Dërgo kërkesën për regjistrim**» (Send registration request).

TIP

Register with the company's email, not a personal one: you sign in with it and receive the notifications there.

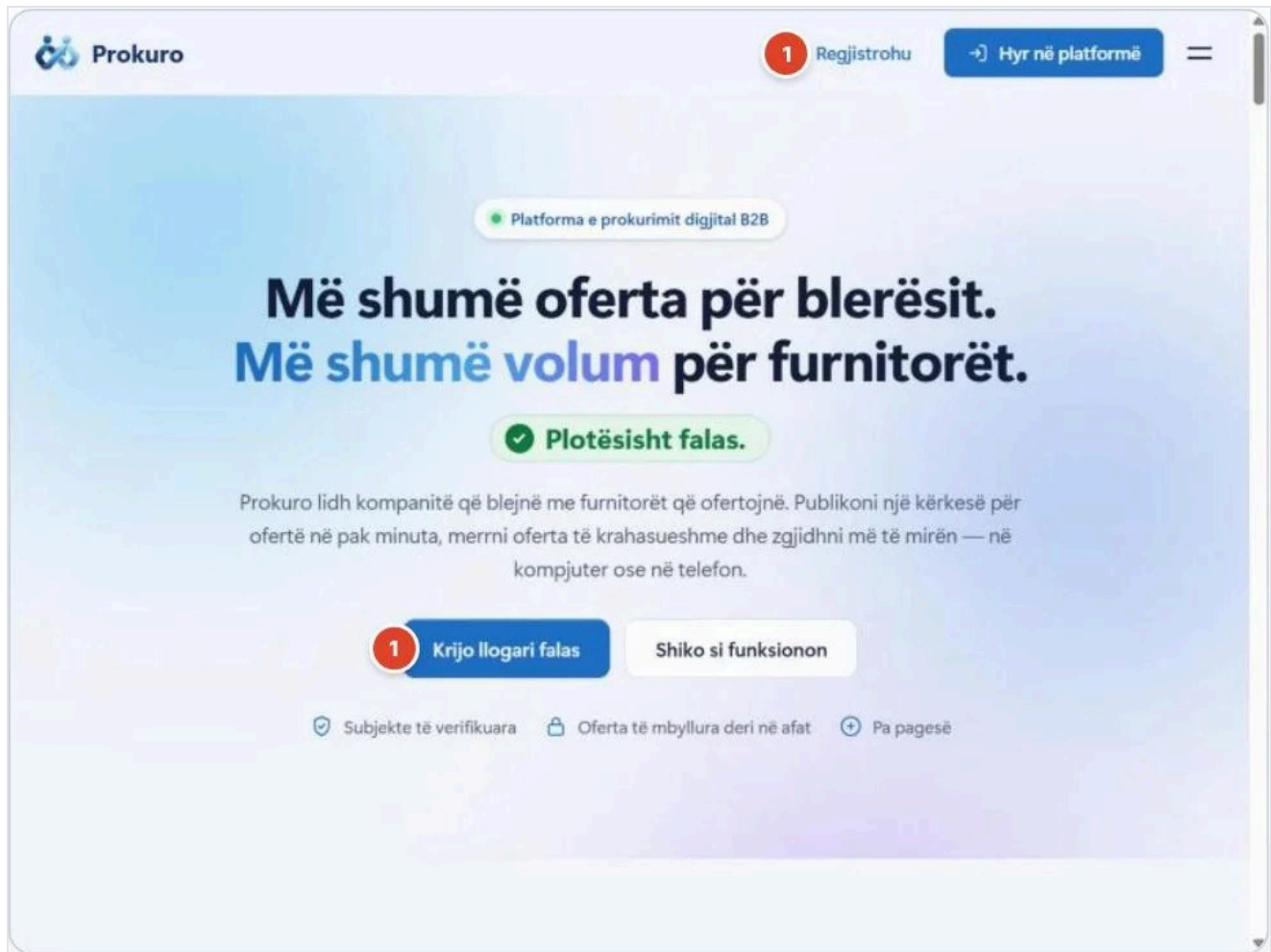


Figure 2.1 — Home page — «Regjistrohu» (Register) or «Krijo llogari falas» (Create a free account)

Blerje transparente mes kompanive, nga kërkesa te kontrata.

Publikoni nevojat tuaja për mallra e shërbime dhe merrni oferta të krahasueshme nga furnitorë të verifikuar.

- Tenderë të strukturuar**
Fondi limit pa TVSH, sasitë, garancitë dhe dokumentet e kërkuara — të gjitha në një vend.
- Ofertim me ruajtje automatike**
Lëreni përgjysmë dhe vazhdoni më vonë nga i njëjti hap.
- Sqarime publike**
Pyetjet dhe përgjigjet janë të dukshme për të gjithë ofertuesit.
- Llogari të verifikuara**
Çdo subjekt aprovohet nga administratori para aktivizimit.

Regjistrimi i subjektit

Pas regjistrimit, llogaria shqyrtohet dhe aktivizohet nga administratori i platformës.

Si do ta përdorni platformën?

2 Blerës
Publikoj tenderë për mallra e shërbime

Shitës
Ofertoj në tenderët e kompanive

Të dyja
Edhe blej, edhe shes

3

Emri i subjektit * NIPT / NUIS *

p.sh. Alfa sh.p.k. L12345678A

Personi i kontaktit Celulari *

069 123 4567

Adresa Qyteti

Objekti i veprimtarisë *

p.sh. Tregti pajisjesh IT, shërbime pastrimi...

4

Email * Fjalëkalimi *

min. 8 karaktere

5

☐ Deklaroj se të dhënat janë të sakta dhe se jam i autorizuar të përfaqësoj këtë subjekt.

Figure 2.2 — The «Regjistrimi i subjektit» (Business registration) form

2.2 When is my account activated?

After you send it, the request is reviewed by the platform's administrator. Once it is activated, you receive the message «Mirë se vini! Llogaria juaj u aktivizua» (Welcome! Your account has been activated) in «Mesazhe» (Messages). Until then, the sign-in page says the account is waiting for approval.

2.3 How do I sign in?

- 1 Click «**Hyr në platformë**» (Sign in) and choose your role: **Blerës** (Buyer) or **Furnitor** (Supplier).
- 2 Enter the business **email**.
- 3 Enter the **password** — the eye icon shows what you type.
- 4 Leave «**Më mbaj mend në këtë pajisje**» (Remember me on this device) ticked only on your own device: the email is filled in next time and the sign-in lasts 30 days.
- 5 Click «**Hyr**» (Sign in).

The image shows a sign-in form titled "Hyni në llogari" (Sign in) with the subtitle "Identifikohuni me emailin e subjektit tuaj." (Identify yourself with your company's email). The form includes a top bar with two buttons: "Blerës" (Buyer) and "Furnitor" (Supplier). Below this are input fields for "Email" (containing "emri@kompania.al") and "Fjalëkalimi" (Password). There is a checkbox labeled "Më mbaj mend në këtë pajisje" (Remember me on this device) which is checked. A large blue "Hyr" (Sign in) button is at the bottom. Below the button is a link: "Nuk keni llogari? Regjistro subjektin" (Don't have an account? Register the company). Five red circular callouts with numbers 1 through 5 are overlaid on the form: 1 points to the top bar, 2 to the Email field, 3 to the Password field, 4 to the checkbox, and 5 to the Sign in button.

Figure 2.3 — The sign-in page

2.4 Can I be a buyer and a supplier at the same time?

Yes. Choose «**Të dyja**» (Both) when you register. You choose the role when you sign in. On a computer, once you are in, switch between roles with the «**⇌ Kalo te furnitori**» (Switch to supplier) / «**⇌ Kalo te blerësi**» (Switch to buyer) button in the top bar, without signing out.

NOTE

This button is not shown on phones: there you choose the role when you sign in.

2.5 How do I sign out?

Open the side menu and click «**Dil**» (Sign out), under your business name. Always sign out on a computer that other people use too.

2.6 I forgot my password — what do I do?

The sign-in page has no password-recovery link. Contact support through the chat inside the platform (the support button at the bottom right — the white ball with eyes) or by email at **asistencia@prokuro.al**.

CAUTION

The password gives access to the company's tenders and offers. Don't share it with anyone outside the business, don't send it by email, and change it in «Profili im» (My profile) if you think someone else knows it.

The interface

3.1 What does the dashboard look like on a computer?

- 1 **Side menu** — «Kërkesa për Ofertë» (Requests for offers), «Vlerësimet» (Evaluations), «Korrespondencë» (Correspondence), «Mesazhe» (Messages). The ↻ icon refreshes the counters.
- 2 **Top bar** — quick access to the main pages.
- 3 **+ Tender i ri** (New tender) — opens the form for a new tender.
- 4 **⇄ Kalo te furnitori** (Switch to supplier) — changes the view without signing out.
- 5 **Profili im** (My profile) — your business details.
- 6 **Search** — by reference number or words from the subject.
- 7 **I identifikuar si / Dil** (Signed in as / Sign out) — the business name and the sign-out button.
- 8 **Asistenca** (Support) — chat with the platform team.

NOTE

For suppliers the menu has: «Procedurat e publikuara» (Published tenders), «Ofertat e dorëzuara» (Submitted offers), «Vlerësimet» (Evaluations), «Korrespondencë» (Correspondence) and «Mesazhe» (Messages).

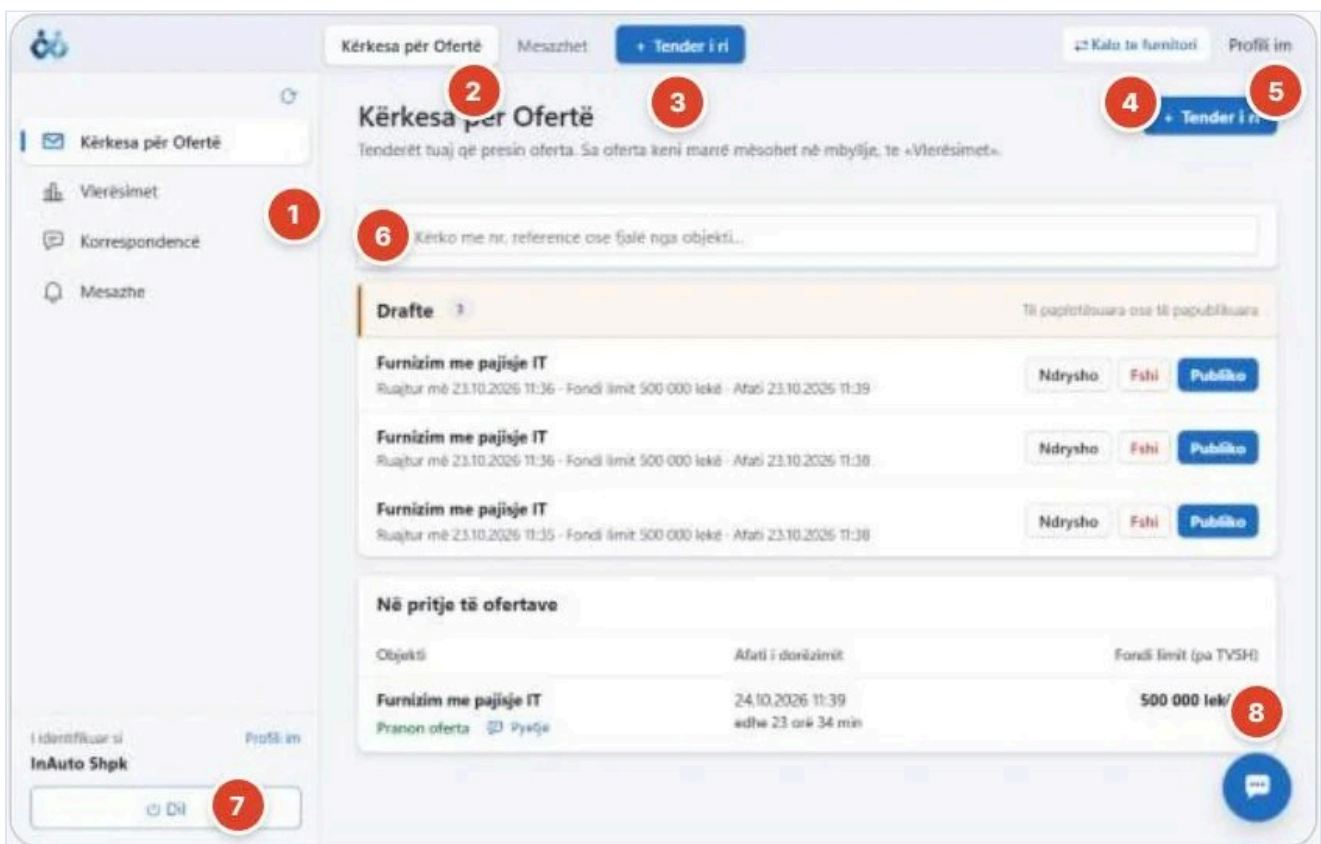


Figure 3.1 — The buyer's dashboard on a computer

3.2 How do I use it on a phone?

On a phone the menu is hidden to leave more room. Open it with the ☰ button at the top left and close it by tapping outside it. Everything works as on a computer: + Tender i ri (New tender), search, the actions for drafts, ↻ to refresh, Profili im (My profile), Dil (Sign out) and the support button.

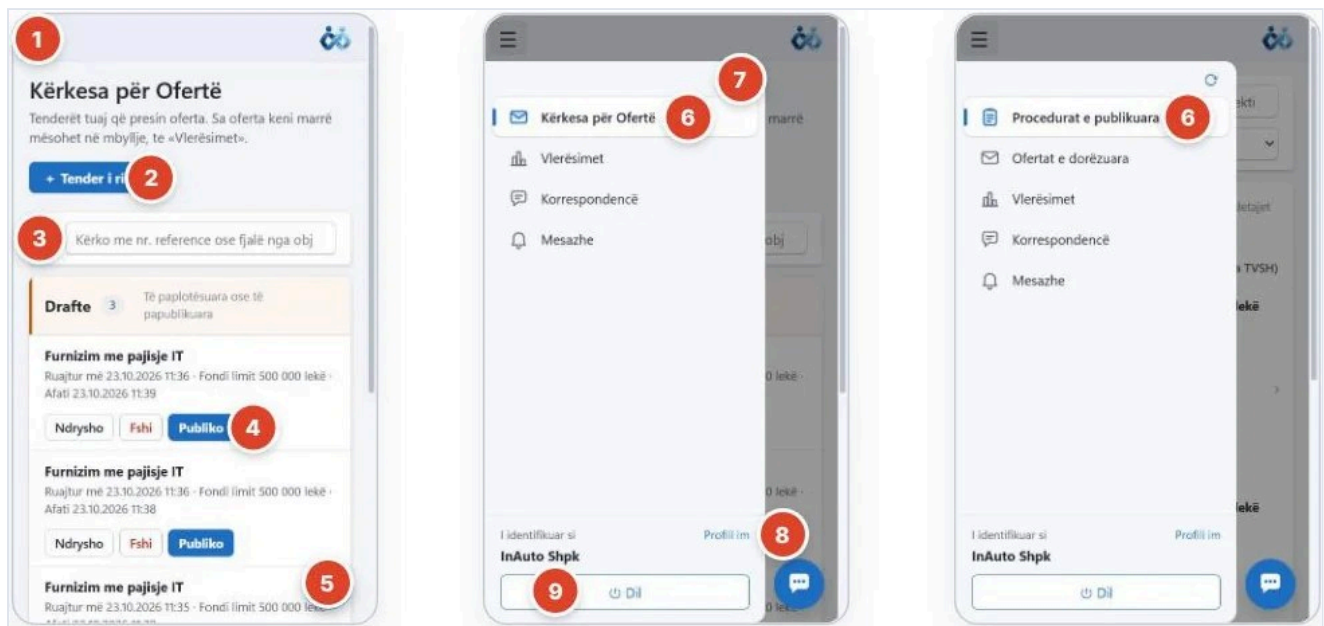


Figure 3.2 — The home page and the menu on a phone

3.3 How do I search and filter the lists?

Every list has a search box at the top. Type the **reference number** (e.g. PR-2026-0013), **words from the subject** (e.g. «goma», tyres) or, in Evaluations and Correspondence, the **buyer's name**.

Suppliers also have a filter under the search: **Procedurat e publikuara** (Published tenders), **Tenderët që u ka kaluar afati** (Tenders past their deadline), **Procedura të mbyllura** (Closed tenders) and **Të gjitha procedurat** (All tenders). Lists are split into pages, with the < > arrows for the next page.

3.4 What do the status labels mean?

Label	What it means
Drafte (Drafts)	A saved tender that is not published. Suppliers can't see it.
I hapur Pranon oferta (Open · Accepting offers)	The tender is published and the deadline has not passed.
Në proces (In progress)	The supplier has started the offer but not submitted it.
E dorëzuar (Submitted)	The offer has been submitted and stays sealed until the deadline.
i imi (mine)	The tender was published by your business.

Label	What it means
Mbyllur · Arkivuar (Closed · Archived)	The deadline has passed; the ranking is in «Vlerësimet» (Evaluations) and the questions are archived.
 Fitues / E zgjedhur (Winner / Chosen)	The offer the buyer chose as the winner.

3.5 Where do I find...?

Function	Where it is
Create a new tender	Buyer › «Kërkesa për Ofertë» › + Tender i ri
Drafts and tenders awaiting offers	Buyer › «Kërkesa për Ofertë»
Ranking and choosing the winner	Buyer › «Vlerësimet»
Questions and answers (clarifications)	Both roles › «Korrespondencë»
Tenders open for offers	Supplier › «Procedurat e publikuara»
Offers you have submitted	Supplier › «Ofertat e dorëzuara»
The result of your offers	Supplier › «Vlerësimet» and «Mesazhe»
Notifications	Both roles › «Mesazhe»
Switching buyer ↔ supplier	Computer › top bar › ⇌ Kalo te...
Your business details	Menu › «Profili im»
Support	The support button, bottom right (the white ball with eyes), or asistenca@prokuro.al
Signing out	Menu › Dil

For buyers

4.1 How do I create and publish a tender?

In «Kërkesa për Ofertë» (Requests for offers) click + **Tender i ri** (New tender). The tender is filled in **5 steps**, one step per page. At the top you see where you are (1 – 5); at the bottom you move on with **Hapi tjetër** → (Next step) or go back with < **Prapa** (Back). At every step you can save it with **Ruaj si draft** (Save as draft).

Step 1 · Goods and services

- 1 Under **Lloji** (Type) choose **Mall** (Goods) or **Shërbim** (Service).
- 2 Enter the item's **Emërtimi** (Name).
- 3 Choose the **Njësia** (Unit).
- 4 Enter the **Sasia** (Quantity).
- 5 Under **Specifikimet teknike** (Technical specifications) describe the dimensions, material, standards — the box grows as you type, with no character limit.
- 6 Set the **Garancia minimale** (Minimum warranty) in months (0 = no warranty).
- 7 For more items click + **Shto mall / shërbim** (Add item); × removes an item.

Hapi tjetër → moves on only when at least one item has a name and a quantity above 0. Items can also come from Excel (A and B in the figure — see «How do I import the items from Excel?»).

Step 2 · Budget and deadlines

- 1 Enter the **Fondi limit pa TVSH** (Budget ceiling excluding VAT) — the amount with 20% VAT is shown below it.
- 2 If you like, switch on **Fondi limit i fshehtë** (Secret budget ceiling): suppliers do not see the amount until closing.
- 3 Choose the currency: **Lek** or **Euro**. Suppliers make their offers in this currency.
- 4 **Afati i dorëzimit të ofertave** (Offer deadline) opens a calendar: choose the day, then the minutes and the hour (24-hour clock). Clicking the hour saves the deadline. At this time the tender closes and the ranking is made.
- 5 Optional: **Afati i lëvrimit** (Delivery time), **Vendi i dorëzimit** (Delivery place) and **Kushtet e pagesës** (Payment terms).

CAUTION

Offers above the budget ceiling are disqualified automatically at closing and cannot be chosen — also when the ceiling is secret. When it is visible, suppliers cannot submit an offer above it.

Step 3 · Qualification conditions

- 1 For purchases with many items click  **Kërko ofertë ekonomike (Excel)** (Ask for an economic offer).

- 2 For any other document you require click + **Shto kusht** (Add condition).
- 3 Under **Kushti / dokumenti** (Condition / document) choose the type; the title fills in by itself.
- 4 Under **Detaje / kushte** (Details / conditions) write what you require.
- 5 **Vlera minimale** (Minimum value) appears only for «Faturë / kontratë për punë të ngjashme» (Invoice / contract for similar work) and for «Bilanci financiar / xhiro vjetore» (Financial statement / yearly turnover, as «Xhiroja minimale»).

Every condition is mandatory: the supplier proves it with a PDF document. For «Foto / mostër e produktit» (Product photo / sample) phone photos are accepted too (JPG, PNG, HEIC).

Step 4 • Tender documents

Upload specifications, drawings or the contract template with **Ngarko dokument (PDF)** (Upload document). A new tender is saved as a draft by itself when you upload the first document.

Step 5 • Title and finishing

- 1 **Objekti** (Subject) is filled in from the items (🔍 automatic) — this is what suppliers see; you can correct it.
- 2 **Kategoria** (Category) is filled in too.
- 3 If you like, add a **Përshkrim shtesë** (Additional description).
- 4 **Ruaj si draft** (Save as draft) — you find it in «Kërkesa për Ofertë» > Drafte.
- 5 **Përfundo tenderin** ✓ (Finish the tender) — after you confirm, the tender is published and suppliers can see it.

TIP

Leave a few working days so suppliers can gather documents and ask questions. A very short deadline brings fewer offers.

CAUTION

Check the quantities, budget and deadline before finishing: after publishing you have only 2 days for changes.

1 Mallrat dhe sh...

2

3

4

5

1. Mallrat dhe shërbimet

Për çdo artikull: lloji (mall ose shërbim), sasia, specifikimet teknike dhe garancia minimale.

↑ Importo nga Exc B

↓ Shkarko shabllonin Exc A

Kolonat: Emërtimi · Specifikimet teknike · Njësia · Sasia · Garancia (muaj) · Lloji

LLOJI

Mall 1

EMËRTIMI *

Goma 205/55 R16 verore 2

NJËSIA

SASIA *

copë 3

24 4

SPECIFIKIMET TEKNIKE (OPSIONALE · PA LIMIT KARAKTERESH)

Indeksi i ngarkesës 91, shpejtësia V, klasa e zhurmës B, prodhim jo më herët se 2025. 5

85 karaktere

GARANCIA MIN. (MUAJ)

24 6

0 = pa garanci

+ Shto mall / shërbim 7

Anulo

Ruaj si draft

Hapi tjetër →

Figure 4.1 — Step 1 · Goods and services

✓

2

Fondi dhe afa...

3

4

5

2. Fondi dhe afatet

Fondi limit shprehet **pa TVSH**.

 **Fond limit i fshehtë.** Furnitorët nuk e shohin shumën deri në mbyllje. Ofertat që e kalojnë fondin limit, edhe pse ai është i fshehtë, **skualifikohen automatikisht** dhe nuk mund t'i zgjidhni si fituese.

Fondi limit pa TVSH *

3 600 000

1

Me TVSH 20%: 4 320 000 lekë

2 Fondi limit i fshehtë

Monedha e ofertimit

Lek

Euro

3

Ofertuesit ofertojnë në këtë monedhë.

Afati i dorëzimit të ofertave *

 e shtunë, 31 tetor 2026 · ora 12:00

4

Afati i lëvrimit (ditë nga kontrata)
(opsional)

10

5

Vendi i dorëzimit
(opsional)

Tiranë, magazina qendrore

Kushtet e pagesës
(opsionale)

30 ditë nga fatura

< Prapa

Ruaj si draft

Hapi tjetër →

Figure 4.2 — Step 2 · Budget and deadlines

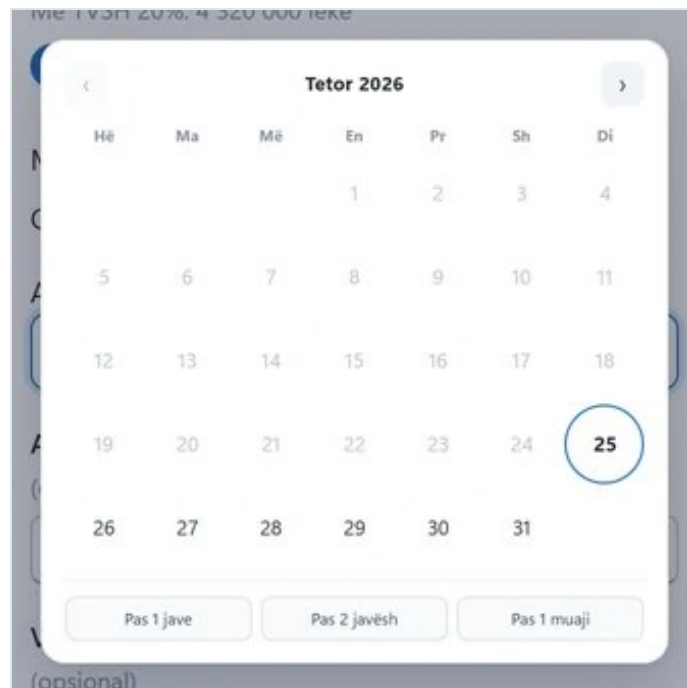


Figure 4.3 — The calendar: choose the day

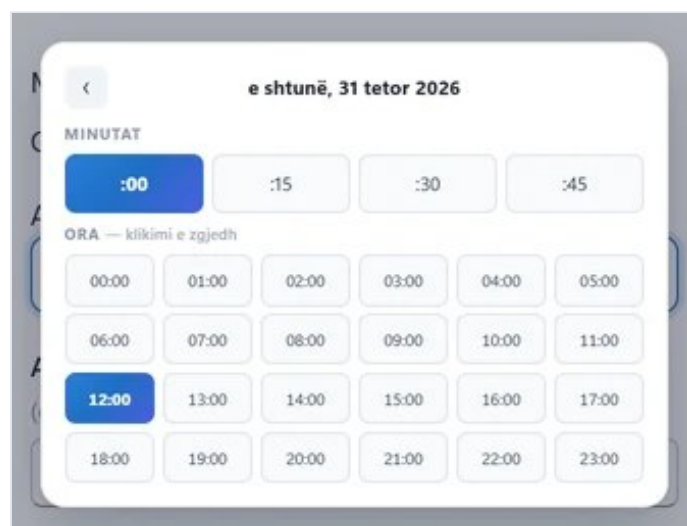


Figure 4.4 — Then the minutes and the hour — clicking the hour saves the deadline

✓

✓

3 Kushtet

4

5

3. Kushtet për kualifikim

Çdo kusht që shtoni është **i detyrueshëm**: ofertuesi duhet ta vërtetojë me dokument PDF (p.sh. faturë për punë të ngjashme, katalog produkti, licencë). Për blerje me shumë artikuj kërkonte edhe **ofertën ekonomike në Excel** — furnitori merr shabllonin me zërat dhe e ngarkon të plotësuar (.xlsx, .xls, .csv).

Kërko ofertë ekonomike (Excel) 1

+ Shto kush 2

KUSHTI / DOKUMENTI

TITULLI

Ofertë ekonomil ▼

Ofertë ekonomike (

DETAJE / KUSHTE

Excel-i i plotë me të gjithë zërat: sasia, çmim

KUSHTI / DOKUMENTI

TITULLI

Faturë / kontratë 3

Faturë / kontratë pë

DETAJE / KUSHTE

VLERA MINIMALE

në 3 vitet e fundit 4

2 000 000 5

< Prapa

Ruaj si draft

Hapi tjetër →

Figure 4.5 — Step 3 · Qualification conditions

Prokuro · User manual

17

✓ ✓ ✓ **4 Dokumentet** 5

4. Dokumentet e tenderit

Specifikime teknike, projekte, modele kontrate etj. — vetëm PDF.

↑ Ngarko dokument (PDF)

Tenderi ruhet si draft kur ngarkoni dokumentin e parë.

< Prapa Ruaj si draft Hapi tjetër →

Figure 4.6 — Step 4 · Tender documents

✓ ✓ ✓ ✓ **5 Titulli**

5. Titulli i tenderit

plotësohet automatikisht nga artikujt · kështu e sheh furnitori

Lloji: Mallra

Objekti

✦ automatik

Furnizim me goma 1

Kategoria

✦ automatik

Goma 2

► + Përshkrim shtesë (opsional) 3

< Prapa Ruaj si draft 4

Përfundo tenderin ✓ 5

Figure 4.7 — Step 5 · Title and finishing

4.2 How do I import the items from Excel?

- 1 In step 1, «Mallrat dhe shërbimet» (Goods and services), click ↓ **Shkarko shabllonin Excel** (Download Excel template).
- 2 Fill in the columns **Emërtimi** · **Specifikimet teknike** · **Njësia** · **Sasia** · **Garancia (muaj)** · **Lloji** (Name · Specifications · Unit · Quantity · Warranty in months · Type).
- 3 Upload it with ↑ **Importo nga Excel** (Import from Excel), as .xlsx or .csv. The items are added to the list; check them and save the tender.

1 Mallrat dhe shërbimet

Për çdo artikull: lloji (mall ose shërbim), sasia, specifikimet teknike dhe garancia minimale.

↑ Importo nga Excel **B**

↓ Shkarko shabllonin Excel **A**

Kolonat: Emërtimi · Specifikimet teknike · Njësia · Sasia · Garancia (muaj) · Lloji

LLOJI

Mall

EMËRTIMI *

Goma 205/55 R16 verore

NJËSIA **SASIA ***

copë 24

SPECIFIKIMET TEKNIKE (OPSIONALE · PA LIMIT KARAKTERESH)

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85 karaktere

GARANCIA MIN. (MUJ)

24

0 = pa garanci

+ Shto mall / shërbim

Anulo Ruaj si draft Hapi tjetër →

Figure 4.8 — Step 1 · «Shkarko shabllonin Excel» (Download Excel template, A) and «Importo nga Excel» (Import from Excel, B)

4.3 How do I ask for an economic offer in Excel?

For purchases with many items, in «Kushtet për kualifikim» (Qualification conditions) click  **Kërko ofertë ekonomike (Excel)** (Ask for an economic offer). The «Ofertë ekonomike» (Economic offer) condition is

added. The supplier downloads the template with the tender's items and quantities, fills in the prices and uploads it as **.xlsx, .xls or .csv**.

3 Kushtet

3. Kushtet për kualifikim

Çdo kusht që shtoni është i detyrueshëm: ofertuesi duhet ta vërtetojë me dokument PDF (p.sh. faturë për punë të ngjashme, katalog produkti, licencë). Për blerje me shumë artikuj kërkon edhe **ofertën ekonomike në Excel** — furnitori merr shabllonin me zërat dhe e ngarkon të plotësuar (.xlsx, .xls, .csv).

Kërko ofertë ekonomike (Excel) 1

+ Shto kush 2

KUSHTI / DOKUMENTI	TITULLI
Ofertë ekonomike	Ofertë ekonomike (

DETAJE / KUSHTE

Excel-i i plotë me të gjithë zërat: sasia, çmim

KUSHTI / DOKUMENTI	TITULLI
Faturë / kontratë 3	Faturë / kontratë pë

DETAJE / KUSHTE

në 3 vitet e fundit 4

VLERA MINIMALE

2 000 000 5

[< Prapa](#) [Ruaj si draft](#) [Hapi tjetër →](#)

Figure 4.9 — Step 3 · «Kërko ofertë ekonomike (Excel)» (1)

4.4 How do I manage drafts and published tenders?

In «Kërkesa për Ofertë» (Requests for offers) you see two lists: **Drafte** (Drafts) and **Në pritje të ofertave** (Awaiting offers).

- 1 **Ndrysho** (Edit) — opens the draft so you can complete it.
- 2 **Fshi** (Delete) — removes the draft.
- 3 **Publiko** (Publish) — publishes the draft without opening it.
- 4 On the tender page: **Ndrysho tenderin** (Edit tender), **Anulo tenderin** (Cancel tender) and **Korrespondenca** (Correspondence).
- 5 The tabs **Përmbledhje** · **Mallrat / shërbimet** · **Kushtet për kualifikim** · **Sqarime** · **Ofertat e dorëzuara** · **Historiku** (Summary · Items · Conditions · Clarifications · Submitted offers · History).
- 6 In «Ofertat e dorëzuara» (Submitted offers) you see : the offers and their number are hidden until the deadline.

CAUTION

After publishing, a tender can be fully changed — items, quantities, specifications and documents — only during the **first 2 days** and before the offer deadline. Every change is sent as a message to the suppliers who have submitted or are preparing an offer. After that the tender can only be cancelled.

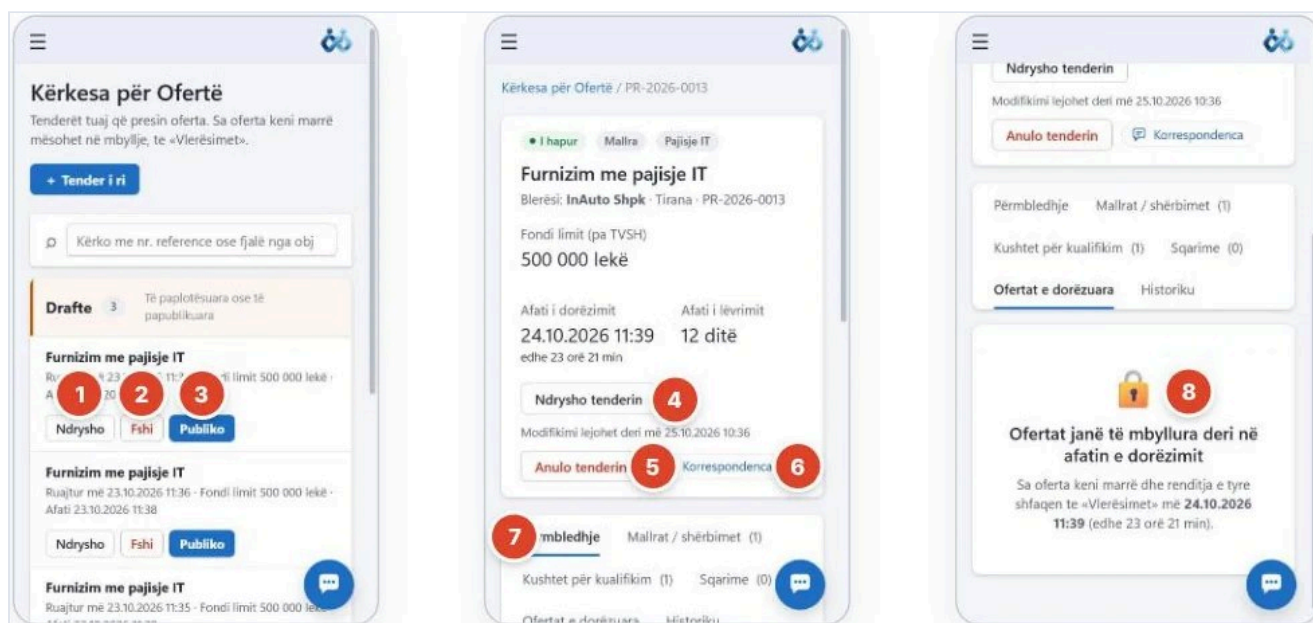


Figure 4.10 — Drafts, a published tender and the sealed offers

4.5 How do I answer suppliers' questions?

Suppliers can ask you questions until the offer deadline. Questions and answers are **public to everyone interested**; the name of the business that asks is not published.

- 1 Open «**Korrespondencë**» (Correspondence) from the menu, or click **Korrespondenca** on the tender page.
- 2 Click the tender — the number on the right («2 kërkesa», 2 requests) shows how many questions it has.
- 3 Write the answer in the box under the question and click «**Publiko përgjigjen**» (Publish answer). It appears as «Përgjigjja e blerësit» (The buyer's answer), with date and time.

- After closing, the questions move to «Arkiva e kërkesave» (Request archive), visible only to your business.

TIP

Answer quickly, especially close to the deadline: a clear answer means fewer inaccurate offers.

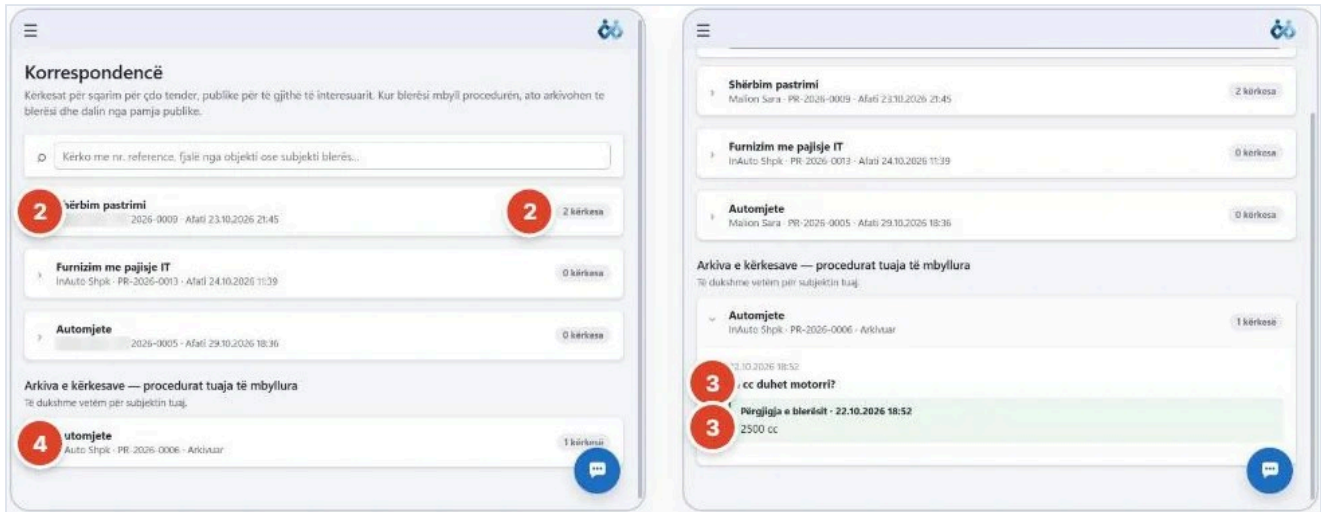


Figure 4.11 — Correspondence: open tenders and the archive

4.6 How do I choose the winning offer?

Until the deadline you see no offers, not even how many there are. At the closing time the offers are ranked automatically and the tender appears in «Vlerësimet» (Evaluations).

- Open «Vlerësimet» (Evaluations) and click the closed tender.
- Read the **ranking**: the cheapest offer comes first («më e ulëta», the lowest), the others with the difference in %.
- Click a bidder to see their **profile**: NIPT, amount, contacts, address, line of business and submission time.
- Under «Dokumentet e ofertës» (Offer documents) open each PDF and check the conditions; with «Vendos kontakt me furnitorin» (Contact the supplier) or by email you can contact them.
- Click « Zgjidh këtë ofertë» (Choose this offer). You can add a note for the winner and a reason for rejecting each of the other bidders (optional), then «Konfirmo fituesin» (Confirm the winner).
- The ranking, the winner and the reasons are sent to all bidders as a message and by email.

CAUTION

You have **5 days** after closing to choose the winner; otherwise the tender is cancelled automatically and everyone is notified. The decision cannot be undone.

For suppliers

5.1 How do I find tenders?

- 1 Sign in as **Furnitor** (Supplier), or click «Kalo te furnitori» (Switch to supplier).
- 2 In «**Procedurat e publikuara**» (Published tenders) you see all open tenders with the subject, buyer, budget excluding VAT and deadline.
- 3 Search by **reference number** or **words from the subject**, or use the filter under the search.
- 4 The «**Pyetje**» (Questions) label shows the tender has clarifications; «**i imi**» (mine) marks your own business's tenders.
- 5 Click a tender: a window opens with the buyer, budget, deadline, «**Të dhënat e tenderit**» (Tender details) and the «**Oferta juaj**» (Your offer) box.

TIP

Open «**Të dhënat e tenderit**» (Tender details) and read the items, conditions and documents before making an offer.

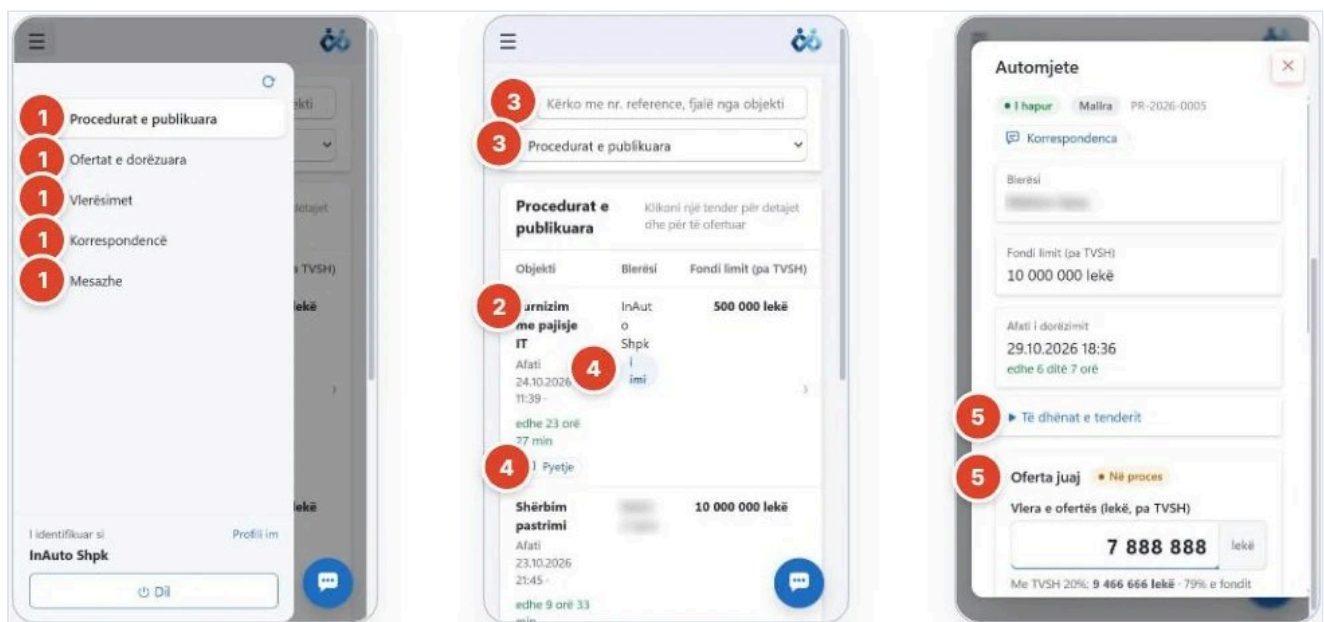


Figure 5.1 — The menu, published tenders and the tender window

5.2 How do I make a quick offer from the tender window?

- 1 In «**Oferta juaj**» (Your offer) enter the **offer amount** excluding VAT, in the tender's currency. Below it you see the amount with VAT and what % of the budget it is.
- 2 Under «**Kushtet për kualifikim**» (Qualification conditions), click **Ngarko PDF** (Upload PDF) for each condition. A green ✓ shows the condition has a document.

- 3 All conditions marked «**E detyrueshme**» (Mandatory) must be met.
- 4 If the tender has several items, click «**Çmime për çdo artikull**» (Prices per item).
- 5 Click «**Përfundo**» (Finish), read the summary, tick «E kuptoj dhe pranoj» (I understand and accept) and confirm.

NOTE

As soon as you start, the offer has the status «Në proces» (In progress); after submitting it becomes «E dorëzuar» (Submitted). Submit it before the deadline.

Figure 5.2 — Offer amount, conditions and «Përfundo» (Finish)

5.3 How do I fill in an offer with prices per item?

The «Oferta për: ...» (Offer for ...) page has three steps: **Çmimet, sasi të & garancitë · Dokumentet · Përmbledhja & dorëzimi** (Prices, quantities & warranties · Documents · Summary & submission). The offer is **saved automatically**: next time you continue from the same step.

- 1 For each item fill in the **Çmimi njësi** (Unit price), **Sasia e ofruar** (Quantity offered), **Garancia** (Warranty) and, if you wish, **Marka / modeli** (Brand / model) — or just enter the **Vlera totale e ofertës** (Total offer amount).
- 2 Optional: **Vlefshmëria e ofertës** (Offer validity), **Afati i lëvrimit** (Delivery time) and **Shënime për blerësin** (Notes for the buyer). Check the totals and click «Vazhdo te dokumentet →» (Continue to documents).

- 3 Upload the PDF for each condition; under «Dokumente shtesë» (Additional documents) you can add others. Click «Vazhdo te përmbledhja →» (Continue to summary).
- 4 Check the summary and click «**Dorëzo ofertën**» (Submit offer). Every action is recorded in the history and you receive a confirmation message.

TIP

Prices are excluding VAT; the quantity and warranty cannot be lower than the buyer's requirement.

Figure 5.3 — Step 1 — prices, quantities and warranties

Figure 5.4 — Steps 2 and 3 — documents, summary and submission

5.4 How do I submit the economic offer in Excel?

When the buyer asks for an economic offer, at the «**Ofertë ekonomike**» (Economic offer) condition — in the tender window and in the «Dokumentet» (Documents) step — click ↓ **Shkarko shabllonin Excel** (Download Excel template). Fill in only the prices (amounts and totals are calculated for you) and upload it as **.xlsx, .xls or .csv**.

CAUTION

Don't change the columns or the order of the items. All other qualification documents are accepted only as PDF.

5.5 How do I ask the buyer for a clarification?

- 1 Open the **full tender page** (the «Faqja e plotë e tenderit» (Full tender page) link in the window).
- 2 Click «**Korrespondenca**» (Correspondence) — the number in brackets shows how many clarifications there are.
- 3 Under «**Bëni një pyetje ose kërkesë për sqarim**» (Ask a question or request a clarification) write your question.
- 4 Click «**Dërgo kërkesën**» (Send request). Questions are accepted until the offer deadline.
- 5 The question appears labelled «Pyetja juaj» (Your question) and «Pa përgjigje» (Unanswered); when the buyer answers, you are notified.

TIP

Ask early: close to the deadline the buyer may not manage to answer.

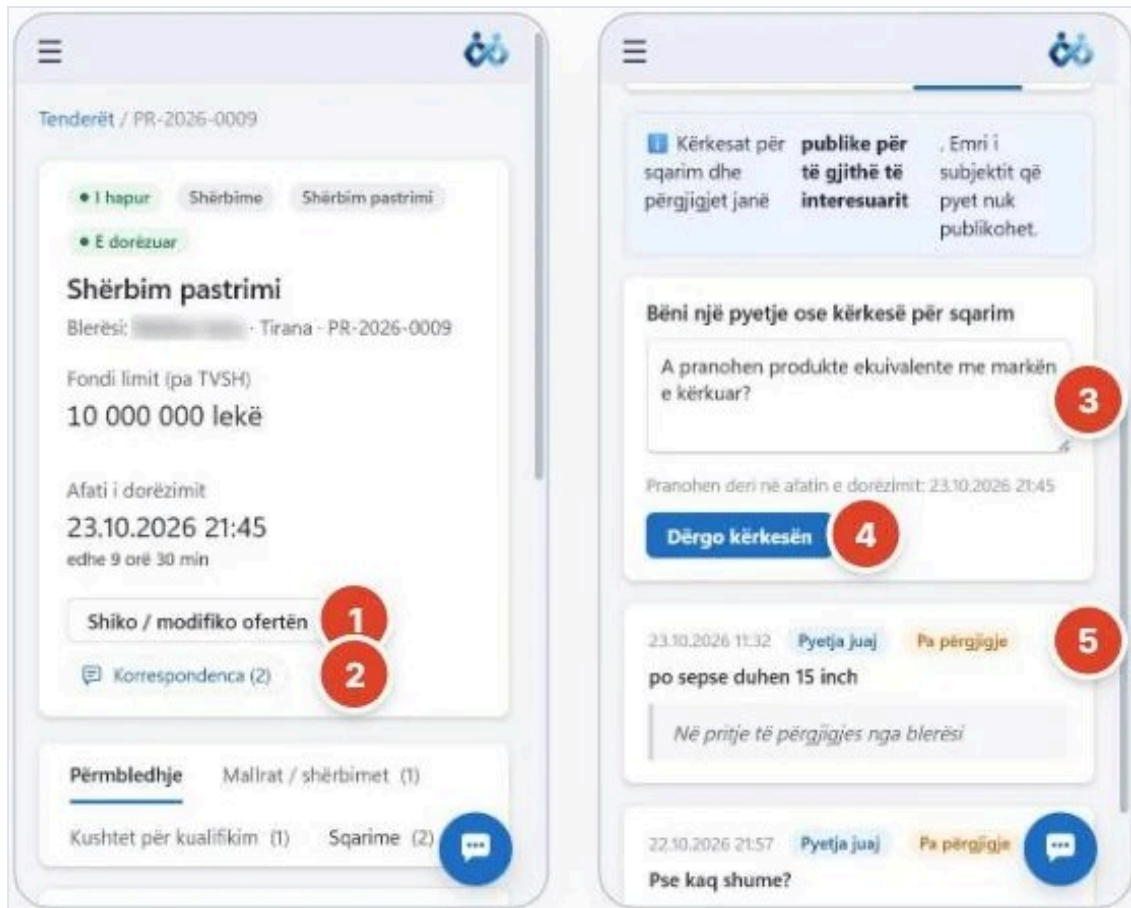


Figure 5.5 — The tender page and the clarification question

5.6 Can others see who asked a clarification question?

No. Questions and answers are public to everyone interested, but **the name of the business that asks is not published**.

5.7 Can I change or cancel my offer?

- 1 Open «**Ofertat e dorëzuara**» (Submitted offers) and click the tender.
- 2 In «**Oferta juaj · E dorëzuar**» (Your offer · Submitted) change the amount or upload another PDF for a condition.
- 3 Click «**Ruaj ndryshimin**» (Save change).
- 4 To withdraw the offer click «**Anulo ofertën**» (Cancel offer). Until the deadline you can bring it back with «**Rihap ofertën**» (Reopen offer) and submit it again.
- 5 In «Mesazhe» (Messages) you receive a summary of every change.

CAUTION

After the deadline the offer can no longer be changed or cancelled.

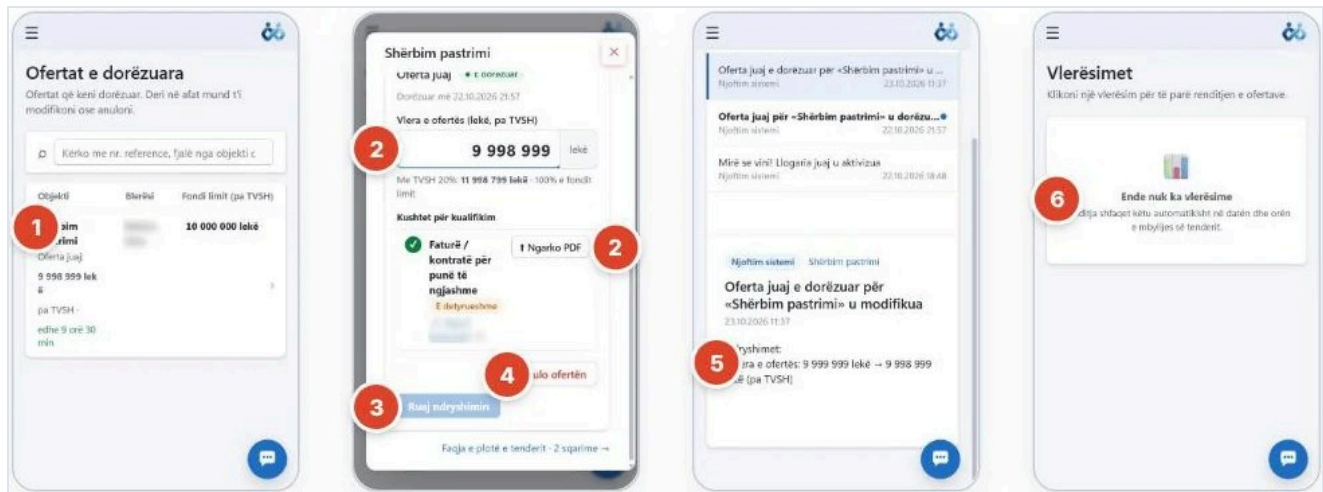


Figure 5.6 — Submitted offers, saving a change and the message

5.8 What happens if I leave before finishing my offer?

The offer is saved automatically. Next time you continue from the same step, even on your phone. Don't forget to submit it before the deadline — in «Ofertat e dorëzuara» (Submitted offers) the red counter shows unfinished offers.

5.9 Does the buyer see my offer before the deadline?

No. Until the closing time nobody — neither the buyer nor the other suppliers — sees your price; the buyer doesn't even know how many offers have come in. The ranking appears only at closing.

5.10 How do I get the result?

- 1 At the closing time the ranking appears automatically in «**Vlerësimet**» (Evaluations). Before closing it says «Ende nuk ka vlerësime» (No evaluations yet).
- 2 When the buyer chooses the winner, you receive a message and an email with the ranking and the decision. In «Mesazhe» (Messages) you see whether your offer was chosen, another offer was chosen, or yours was disqualified, together with the reason when the buyer wrote one.

Notifications

6.1 Where do I find messages and notifications?

Every change, ranking and result comes to you as a message in the platform and by email. You find them in «Mesazhe» (Messages), as a buyer and as a supplier.

- 1 Unread messages are in bold and have a blue dot.
- 2 Click a message to read it in full; messages about changes show the old and the new value.
- 3 «Vetëm të palexuarat» (Unread only) hides the ones you have read.
- 4 «Shëno të gjitha si të lexuara» (Mark all as read) clears them all at once.

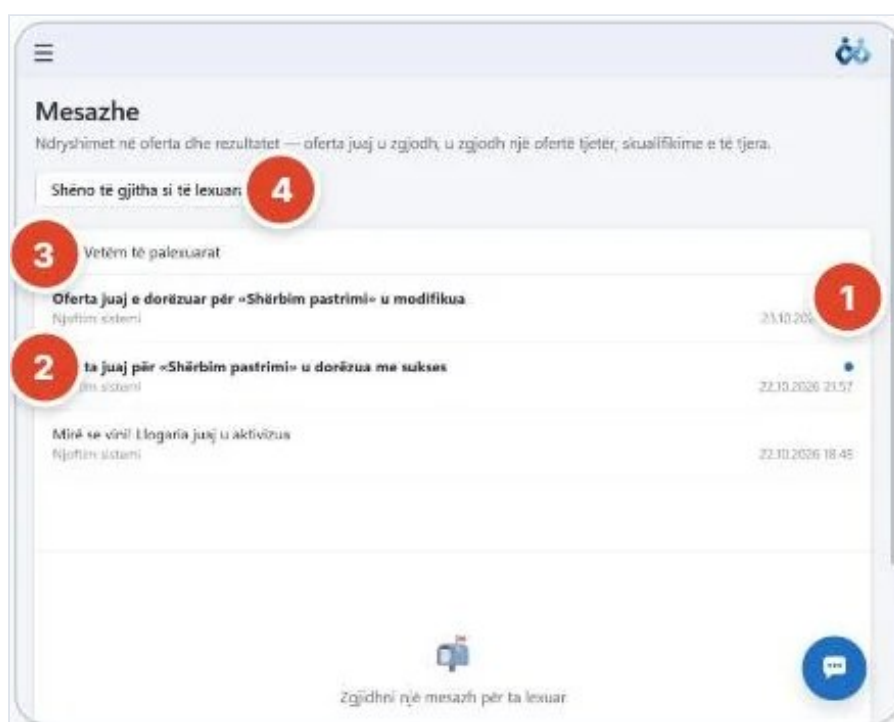


Figure 6.1 — Mesazhe (Messages)

6.2 Which notifications do I get, and when?

Notification	For	When it comes
Account activated	Everyone	When the administrator verifies the business.
New tender	Supplier	The red counter on «Procedurat e publikuara» (Published tenders) shows the tenders published since your last visit.
Clarification question / answer	Both	When a supplier asks about your tender, or when the buyer answers your question.

Notification	For	When it comes
Offer submitted	Supplier	Right after «Dorëzo ofertën» (Submit offer).
Offer changed	Supplier	After every change, with a summary of what changed.
Tender changed	Supplier	When the buyer changes a tender you have an offer on.
Closing and ranking	Both	At the deadline, when the automatic ranking is made.
Result	Supplier	When the buyer chooses the winner: your offer was chosen, another one was, or yours was disqualified.
Tender cancelled	Both	When the buyer cancels it, or when no winner is chosen within 5 days.

6.3 What do the red numbers in the menu mean?

The red numbers show how many new or pending things each page has: new tenders, answers to clarifications, unanswered questions, results, tenders waiting for a winner and unfinished offers. On a phone the total is shown on the ☰ button. The ↻ icon refreshes them right away.

FAQ & glossary

7.1 How much does it cost?

Nothing. The platform is **completely free** for buyers and for suppliers.

7.2 Which documents are accepted?

Qualification and tender documents: **PDF only**. The economic offer, when asked for: **.xlsx, .xls or .csv**, following the tender's template.

7.3 Does the platform work on a phone?

Yes. On a phone the menu opens with the ☰ button at the top left; on a computer it is always open at the side. The offer saves itself, so you can start it on one device and finish it on another. You can also install Prokuro as an app: in Chrome, accept «Instalo Prokuro» (Install Prokuro) when it is offered.

7.4 Where do I ask for help?

With the support button at the bottom right — the white ball with eyes — on every page of the platform, or by email at **asistenca@prokuro.al**. Every conversation is kept together with its history.

7.5 Glossary — the main terms

Term	What it means
Tender / procedure (tender / procedurë)	A buyer's request for offers for goods or services. For the buyer it is called «Kërkesë për Ofertë» (Request for offers).
Reference number (numri i referencës)	The tender's code, e.g. PR-2026-0013. Use it to search for the tender.
Draft	A saved tender that is not published.
Budget ceiling (fondi limit)	The maximum amount the buyer has set aside, excluding VAT.
Offer deadline (afati i dorëzimit)	The date and time until which offers and questions are accepted. At this time the tender closes.
Delivery time (afati i lëvrimit)	The days from the contract within which the supplier must deliver.
Sealed offer (ofertë e mbyllur)	An offer nobody sees, not even the buyer, until the closing time.
Qualification conditions (kushtet e kualifikimit)	The documents the buyer requires, such as an invoice for similar work or a certificate. Proven with a PDF.

Term	What it means
Economic offer (ofertë ekonomike)	A file with the items, quantities and prices, filled in from the tender's template.
Clarification (sqarim)	A supplier's question and the buyer's answer, public to everyone.
Ranking (renditje)	The automatic ordering of offers at closing, cheapest first, with the difference in %.
Evaluation (vlerësim)	The page where the buyer reviews the ranking and chooses the winner.
Winner (fitues)	The offer the buyer chooses, marked with 🏆.
NIPT / NUIS	The business's unique tax identification number. Required for registration.
VAT (TVSH)	Budgets and offers are given excluding VAT; the platform also shows the amount with 20% VAT.



Support

The chat inside the platform: the support button at the bottom right of every page (the white ball with eyes). Email: **asistencia@prokuro.al**.