

E-signature

Qualified electronic signature for e-submission in the ANKÖ procurement portal

Document update: 22 March 2024 (Version 4)

A **qualified electronic signature** (e-signature) whose validity certificate has not yet expired is required to submit a tender within an award procedure on the ANKÖ platform.

A simple or advanced signature does not fulfil the legal requirements.

The following options are available for electronic signatures via the ANKÖ-Vergabeportal:

- ID Austria (Austrian mobile phone signature)
- External e-signature using a signature card or citizen card (Bürgerkarte [BKU])
- External e-signature
- Invite person for signature

ID Austria via mobile phone (Austrian mobile phone signature)



To use the basic ID Austria function via mobile phone, all you need is a smartphone or an SMS-enabled mobile phone. Please note that additional components, such as an app or a FIDO security key, may be required to register the ID Austria. The activation of the ID Austria is carried out by the following registration authorities:

- Passport authority
- Municipality authorized to accept passport applications. (Only for residents of the respective municipality.)
- Provincial Police Directorate
- Austrian representative authority abroad. (For Austrians living abroad.)

If you already have a mobile phone signature, this can be upgraded to the ID Austria via the "Digitales Amt" app or via the website [oesterreich.gv.at – Startseite](https://www.oesterreich.gv.at). Please note that the validity period of the mobile phone signature must not have expired. This is usually 5 years from the date of issue. The remaining validity period is transferred to the ID Austria after the changeover.

Further information is available:

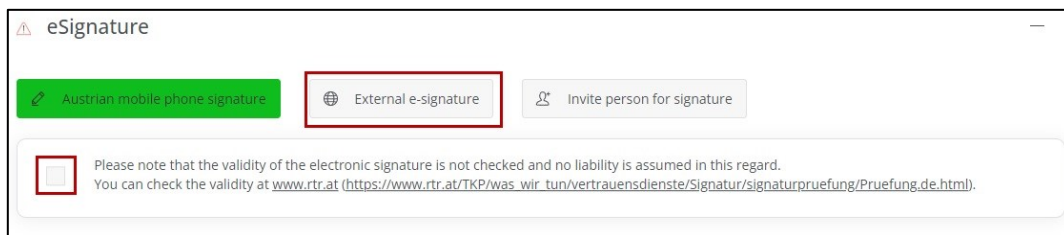
- <https://www.oesterreich.gv.at/id-austria/registrierungsuebersicht.html>
- <https://www.a-trust.at/de/>

Local signature card or citizen card (Bürgerkarte [BKU])

If you want to sign with the signature card or citizen card (BKU), select the option "**External e-signature**" in the award portal during the submission process.

The procedure for the signature process:

1) Confirmation of the checkbox



After selecting the sign externally function, a message is displayed. The signature process can only be started once the checkbox has been confirmed.

2) Creation of the signature document



To sign your submission package, first download the PDF to be signed by clicking on "Create document for signing".

Please do not change the PDF! (e.g. changing the file name or file type or printing and re-scanning the file)

3) PDF with qualified e-signature via local signature card or citizen card (Bürgerkarte [BKU])

The downloaded and unmodified PDF must be signed using the selected e-signature solution. Please note that this step must be carried out outside the "Vergabeportal.at" platform.

You can now sign the PDF via the [A-Trust platform using your signature card or citizen card \(BKU\)](#). In any case, you need an active and up-to-date citizen card/signature card software and environment.

4) Upload the external signed PDF



The signed PDF is then uploaded to the platform again using the "Select a file with signature" button. Only a single upload (= only one file may be uploaded) is permitted in this area. In the event that multiple signatures are to be applied, the PDF must be forwarded from signatory to signatory.

If steps 1 to 3 have been carried out correctly and the signature is a qualified signature, the upload check is positive and the submission can continue.



Select a file with signature		✓ Uploaded
📎	Angebotsdetail-58071-00 (1).pdf	✓
File size	192.26 kB	
Hash value	A6:E8:14:01:D0:EB:AB:57:7B:D7:A0:11:69:A9:5A:9A:DA:42:53:46:78:3B:A3:DA:5C:9A:46:D5:62:CC:F2:80	

In all other cases, you will receive error information via the platform.

External e-signature



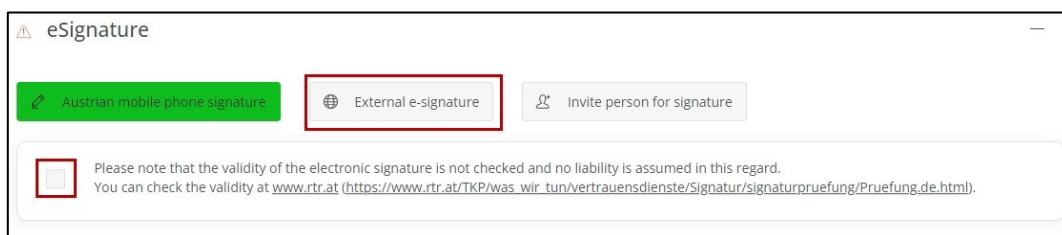
In cases where no Austrian e-signature is available, it is possible to use the **"External e-signature"** function on the platform.

The prerequisite is that the selected signature is a **qualified** e-signature!

If you are unsure whether the signature you have chosen fulfils all requirements, we recommend contacting your signature provider or requesting a signed test document on the website <https://www.rtr.at>.

The procedure for the signature process:

1) Confirmation of the checkbox



After selecting the sign externally function, a message is displayed. The signature process can only be started once the checkbox has been confirmed.

2) Creation of the signature document



To sign your submission package, first download the PDF to be signed by clicking on "Create document for signing".

Please do not change the PDF! (e.g. changing the file name or file type or printing and re-scanning the file)

3) PDF with qualified e-signature

The downloaded and unmodified PDF must be signed using the selected e-signature solution. Please note that this step must be carried out outside the "Vergabeportal.at" platform.

4) Upload the signed PDF



The signed PDF is then uploaded to the platform again using the "Select a file with signature" button. Only a single upload (= only one file may be uploaded) is permitted in this area. In the event that multiple signatures are to be applied, the PDF must be forwarded from signatory to signatory.

If steps 1 to 3 have been carried out correctly and the signature is a qualified signature, the upload check is positive and the submission can continue.



File name	File size	Hash value
Angebotsdetail-58071-00 (1).pdf	192.26 kB	A6E8:14:01:D0:EB:AB:57:7B:D7:A0:11:59:A9:5A:9A:DA:42:53:46:78:3B:A3:DA:5C:9A:46:D5:62:CC:F2:80

In all other cases, you will receive error information via the platform.

Invite person for signature



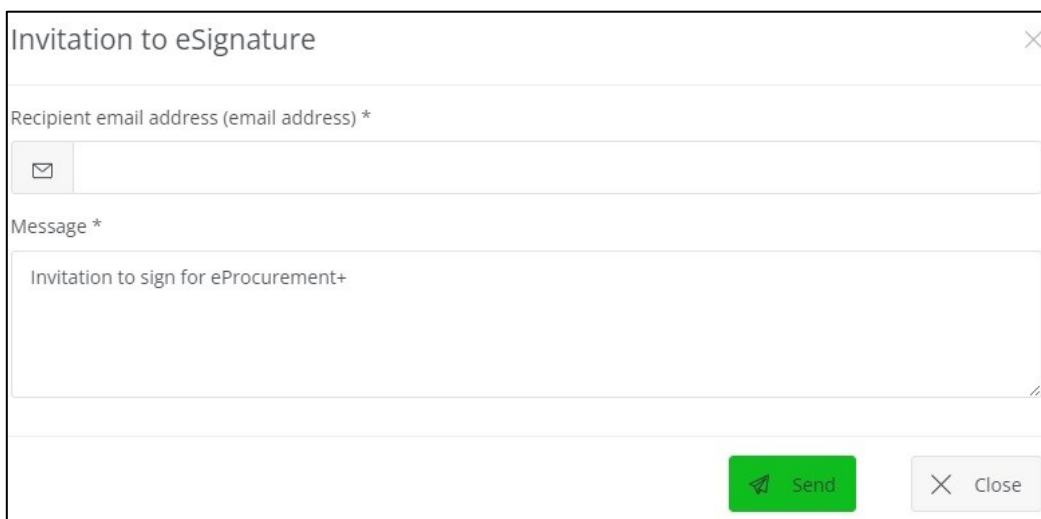
This signature option offers the following possibilities:

- Signature by the authorized signatory
- Multiple signatures in the case of bidder/applicant consortium or by several authorized signatories

The procedure for the signature process:

1) Sending the invitation to sign

The invitation to sign is sent by e-mail via the platform.



In the case of multiple signatures, one invitation per signatory is required.

2) Signing the submission draft

Once the e-mail request has been sent, the signatory can access the draft submission directly via the notification. In the course of this, all pending documents can be viewed, but not edited or deleted. The signatory can only sign the draft. The options "Sign" (Austrian e-signature) and "Sign externally" (for foreign bidders) are offered.

3) Notification to the creator of the invitation

As soon as the e-signature has been done, an information e-mail is sent to the creator of the invitation. If several invitations have been sent and these have been signed, the submission process can be continued.

ANKÖ signature service

For (foreign) bidders who do not have access to a qualified e-signature solution, ANKÖ offers a signature service. If you are interested, please contact our e-submission customer service.

Advice for a successful e-submission

If you do not yet have an e-signature, ANKÖ recommends that you organize and test one early enough. Bear in mind the risk of technical restrictions.

ANKÖ recommends using the ID Austria basic function for signatures via mobile phone. In cases where the signature via app is not possible, the TAN function is available as an alternative; TAN transmission is not (currently) supported by the full function.

Avoid last-minute submissions. Allow sufficient time, especially if you are dealing with an electronic submission for the first time. This is because submissions must be completed by the submission deadline at the latest.

A detailed description of the submission process can be found in the manual "Customer manual mapping ANKÖ Vergabeportal incl. eSubmission". The download is available via the "Help" tab in the application.

Do not waste time unnecessarily. If you have any questions or problems, please contact our technical customer service as soon as possible.

Contact

You can reach our customer service from **Monday to Friday from 8:00 to 18:00** at:

- Phone: +43 1 333 6666-44
- Mail: support@ankoe.at