

Clarifications

EO or CA users will encounter situations where they will need to ask a specific question to the other party. The EPPS system allows both user types to submit these queries through the Clarifications option.

Creating a new Clarification request

For an EO user to be able to create a clarification request, he will need to be logged in with an EPPS account

Figure 1

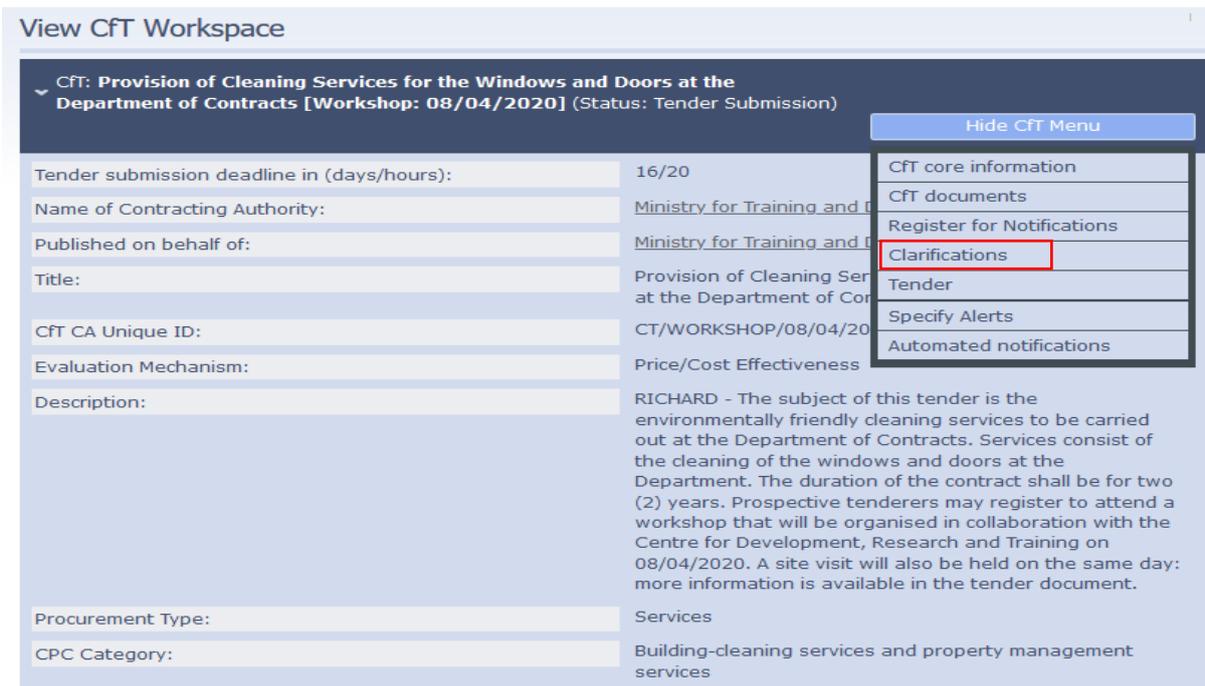


Figure 1 shows the process from an EO's perspective. After logging in the user clicks the **title of the tender**, **'Show Cft Menu' button**, **'Clarifications'**. It is important to note that the EO user is only able to submit these queries prior to the set clarification deadline. The deadline date is marked in the field named **'End of clarification period'**, in the Cft Workspace (Figure 2)

Figure 2

Above or Below threshold:	Below
Payment Options:	No payment for documentation
Time-limit for receipt of tenders or requests to participate:	26/05/2020 09:30
Deadline for dispatching invitations:	
End of clarification period:	14/05/2020 09:30
Upload of documents within the clarifications:	Yes
Tenders Opening Date:	26/05/2020 10:00
Allow suppliers to Register for Notifications:	Yes
Contract awarded in Lots:	No
EU funding:	No
Multiple tenders will be accepted:	Yes
Date of Publication/Invitation:	17/04/2020 23:47

The user next needs to click the tab 'Request for Clarification', and associate himself with the tender if prompted to. The screen in Figure 3 will show up. A 'Title' briefly describing the question is required. The main content of the clarification request should be entered in the field 'Description for the Request'. An attachment relevant to the user's query (preferably in .pdf format) can be included by the user. It is extremely important that **the EO does not sign or include any identifiable company letterhead**, neither in the text area, nor in the attachment. Clicking **Send Request** will finalize and send the user's question to the Tender Coordinator. The request will be reviewed and answered by the CA in a timely manner. The user will be notified by email that a reply has been posted and will be able to access the answer by again going through the same path; **title of the tender, 'Show Cft Menu' button, 'Clarifications'**

Figure 3

It is extremely important that the Economic Operator does not sign or include any form of identification in his reply and / or attachment. The question may contain important points which the Entity may be publish for the general public's information. Therefore it is vital that the user's identity be kept hidden.

Evaluation Clarifications

During an evaluation process an entity may deem it necessary to ask a question to the EO who has submitted the offer. The question's purpose, which is referred to as **Evaluation Clarification**, will be for the user to provide further details about a part of the offer that he had submitted. The EO will receive an email notification and will also have a pending task on his EPPS account to submit a reply to the evaluation clarification. There will be a short time period, usually 5 days, for the user to reply to this query. The deadline will be indicated in the clarification. Failure from the EO to reply in time may result in the user's tender offer no longer being considered. Figure 4 shows how an economic operator sees an evaluation clarification which he needs to reply to.

A **Request for Rectification** is sent through the same screen and the user will reply to it in the same manner he answers to an evaluation clarification.

The EO needs to type his reply and include any relevant attachment. Clicking 'Answer Clarification Request' will complete the process.

Figure 4

The screenshot displays a web application interface for viewing a published clarification. At the top, there is a header bar with the text 'Cft: Supply of Materials for Cleaning Windows and Doors (WORKSHOP - 15/11/2019)' and a 'Show CFT Menu' button. Below the header, there are two tabs: 'Clarifications' and 'Evaluation Clarifications'. The main content area is titled 'View Published Clarification' and contains the following fields:

- Title:** Request for Rectifications and Clarificatic
- Deadline:** 25/04/2020 14:00
- Request for:** Clarification
- Description of the clarification:** To whom it may concern
Attached please find correspondence icw request for Clarification.
- Attachment for the question:** [clarification_attachment.pdf](#)
- Clarifications:** (Empty text area)

At the bottom of the form, there are two buttons: 'Cancel' and 'Answer Clarification Request'.

Clarifications issued by CAs during the tender submission period

Clarifications during the tender submission process are also submitted by the CAs themselves. These often serve as an update or correction to the published cft documentation. All users, even those who are not logged in with an account, are able to view the contents of these clarifications.