



Questions and Answers (Q&A) service on eTenders

The Q&A is now available in eTenders for all contracting authorities (CAs). This service can be switched on for each CA **on request only** from the CA administrator. Please email eTenders@eu-supply.com.

The Q&A service is designed to manage the pre-closing clarification process as an alternative to the current messaging facility on eTenders. Before a CA requests the Q&A to be switched-on, they should first examine their current business processes so that they are correctly aligned to the new way pre-closing clarification questions will be submitted via the Q&A. CAs should refer to the guidance material by clicking [HERE](#).

Once the Q&A is switched-on in the CA profile, it will be available to suppliers for all tender competitions including direct invites. The Q&A will be available to suppliers to submit a question prior to the tender closing deadline or until the clarification deadline expires where this has been indicated by the CA. Read only access will continue to be available for suppliers after the closing deadline. The messaging facility will still be available to suppliers and CAs for one-to-one exchange of information throughout the procurement process including post tender closing.

Benefits of the Q&A service

- Q&A locks out for suppliers at the clarification deadline – read only access after the deadline
- Where the CA extends the clarification deadline, the Q&A will continue to be available for suppliers
- Better tracking of clarifications – the question asked by the supplier displays alongside the answer provided by the CA
- Clearer visibility for CA on unanswered questions
- Likely to reduce duplication of questions from suppliers as all clarifications are in a list format when answered by the CA
- Allows the CA to anonymise or edit a published question/ answer
- CA can extract clarifications to an excel report
- CA can add a question and answer received by alternative means i.e. supplier briefing sessions
- CA can copy a question from the messaging facility into the Q&A

Further guidance on the Q&A service for CAs is available by clicking [HERE](#). A separate guide has been prepared for suppliers and this is available by clicking [HERE](#). If further assistance is required or if the CA wishes the Q&A to be switched-on in their eTenders profile, please email eTenders@eu-supply.com

Office of Government Procurement

April 2019

