



3. Contacts during the procurement procedure.

Contacts between the contracting authority and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

3.1 Submission phase (before the time-limit for receipt of tenders)

Upon request, the contracting authority may provide additional information solely for the purpose of clarifying the procurement documents.

Any request for additional information must be made in writing only through the above TED e-Tendering website in the "Questions & answers" tab, by clicking "Create a question" (registration on TED e-Tendering is required to be able to create and submit a question).

The contracting authority is not bound to reply to requests for additional information received less than six working⁷ days before the time-limit for receipt of tenders.

The contracting authority may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other type of clerical error in the text of the procurement documents.

Any additional information will be published on the TED e-Tendering website. The website will be updated regularly and it is the tenderer's responsibility to check for updates and modifications during the submission period.

3.2 Opening of tenders

Due to COVID-19 related restrictions regarding entry to EFSA's premises, a physical public opening of tenders will not be possible. Tenders will be opened in a virtual public opening session at the time indicated under Heading IV.2.7 of the contract notice. A maximum of two representatives per tender may attend the virtual opening session.

Tenderers wishing to participate in the virtual opening must send an email to EFSAProcurement@efsa.europa.eu requesting access to the opening session, at least 2 working days before the opening date. The email must include the full name of the person requesting attendance at the online opening session, company name with indication of whether they are the lead tenderer or a partner in a joint offer (subcontractors are not permitted to attend the opening), email address to which the online meeting link should be sent and contact phone number. Prior to the opening session, tenderers will receive an email with the instructions and the link to join the online meeting.

The public part of the opening session will be strictly limited to the following aspects:

- verification that each tender has been submitted in accordance with the submission requirements of the call for tender;
- announcement of the tenders received: the names of the tenderers (all members in the case of a joint tender) will be announced;

⁷ Working days at the contracting authority's location indicated under Heading I.1 of the contract notice.