

specific terms and conditions. The submitted tender is binding on the tenderer to whom the contract is awarded for the duration of the contract.

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 eTendering website in the "Questions & answers" tab, by clicking "Create a question" (registration on TED eTendering 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. **Please note the Question and Answer deadlines at the TED e-tendering link above.**

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 above TED eTendering website. The website will be updated regularly and it is the economic operator's responsibility to check for updates and modifications during the submission period¹.

3.2 Opening of tenders

Tenders will be opened electronically on the date and time indicated under Heading IV.2.7 of the contract notice. Tenderers may attend the opening session remotely via the Skype for Business application (maximum two representatives per tender). For organisational and security reasons the tenderer must send to env-tenders@ec.europa.eu at least twenty-four hours before the scheduled start of the opening session, the full name and e-mail address of the representative(s) together with the submission receipt generated by eSubmission.

The participants will receive instructions how to participate in the opening and an invitation at least two hours before the scheduled start of the opening session. The instructions and the invitation will be sent to each representative's email address provided as requested above.

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 tenders;

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