

Department of Contracts
Notre Dame Ravelin
FLORIANA

To Permanent Secretaries
Directors General
Directors
Heads of Public Sector Organisations

09 December 2020

COMMUNICATION CHANNELS: DEPARTMENT OF CONTRACTS

The Department of Contracts is committed to deliver an optimal service to Contracting Authorities as well as to Economic Operators and the General Public. In fact, it strives to build a professional team that delivers high quality, timely and proactive procurement services. From an administrative perspective, in order to achieve a smooth service appropriate communication channels are fundamental tools that assist in the effective and efficient managing of communication and / or information.

To this effect, the Department of Contracts has established a set of dedicated email addresses with the scope of categorising and centralising communication as well as hastening the internal processing of documentation.

Accordingly, when contacting the Department of Contracts, Contracting Authorities, Economic Operators and the General Public may utilise the following specific email addresses.

For ease of communication, the following table provides a description of the applicability of each email address:

Customer Care Service	info.contracts@gov.mt
General Queries	
Requests by all Ministerial Procurement Units and Contracting Authorities	
Submission of Procurement Documents ¹ (including all applicable forms and ancillary documentation) for Vetting	

<p>General queries related to the Electronic Public Procurement System (ePPS)</p> <p>Assistance with the operational and functional aspect of the ePPS</p>	<p>etenders@gov.mt</p>
<p>Compliance issues including Complaints</p> <p>Submission of Procurement Statistical Returns</p> <p>Submission of Returns further to published Contracts Circulars and instructions by the Department of Contracts</p>	<p>compliance.contracts@gov.mt</p>
<p>Requests for Approval of Modifications</p> <p>Queries related to Modifications and other Post-Contracts Matters</p>	<p>variations.contracts@gov.mt</p>
<p>Submission of Evaluation Reports¹ (including all applicable annexes and ancillary documentation) for Vetting</p>	<p>evaluationreports.contracts@gov.mt</p>
<p>Submission of Property Procurement¹ Documents (including all applicable forms and ancillary documentation) for Vetting</p>	<p>property.contracts@gov.mt</p>

Further to the above, the Department of Contracts may also be contacted through the Customer Care Telephone Service on +356 21220212.

¹ *The Submission of Procurement Documents, Property Procurement Documents and their respective Evaluation Reports relate only to procurement published, administered and determined by the Director of Contracts on behalf of a Contracting Authority.*

Administrative Coordination

The Department of Contracts highly recommends that any submitted documentation shall be accompanied by a comprehensive covering email clearly indicating the purpose of the submission. In addition, it is important that all salient details are provided, including but not limited to a list of the enclosed documents.

Anthony Cachia
Director General (Contracts)