

Department of Contracts  
Notre Dame Ravelin  
FLORIANA

To Permanent Secretaries  
Directors General  
Directors  
Heads of Public Sector Organisations

23 November 2022

### **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. From an administrative perspective, appropriate communication channels assist in achieving a smooth, effective, and efficient service.

Further to Contracts Circular N° 19/2020, the Department of Contracts has sustained and extended the establishment of specific email addresses, thus, ascertaining that communication and any relevant processing of documentation is processed swiftly.

Accordingly, subject to the exigencies of the communication, Contracting Authorities / Entities, Economic Operators and the General Public are reminded that they may utilise the following dedicated email addresses when contacting the Department of Contracts.

Customer Care Service	<b>info.contracts@gov.mt</b>
General Queries	
Requests by all Contracting Authorities / Entities	
Submission of Procurement Documents <sup>1</sup> (including all applicable forms and ancillary documentation) for Vetting by the Operations Directorate	

<sup>1</sup> Procurement Documents for any Call for Tenders drawn up by Contracting Authorities classified under Schedule 16 of S.L. 601.03, specifically wherein the Estimated Value exceeds Euro750K excl. VAT as well as Contracting Authorities classified under Schedule 2 of S.L. 601.03, specifically wherein the Estimated Value equals or exceeds the Threshold as specified in Regulation 9(1)(b). Procurement Documents for any Call for Tenders drawn up by Contracting Entities pursuing activities in line with S.L. 601.05, specifically wherein the Estimated Value equals or exceeds the Threshold as specified in Regulation 30(1)(b).

<p>General Queries related to the Electronic Public Procurement System (ePPS)</p> <p>Assistance with the operational and functional aspect of the ePPS</p>	<b>etenders@gov.mt</b>
<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>	<b>compliance.contracts@gov.mt</b>
<p>Requests for Approval of Modifications<sup>2</sup></p> <p>Queries related to Modifications and other Post-Contracts Matters</p>	<b>variations.contracts@gov.mt</b>
<p>Submission of Evaluation Reports<sup>3</sup> (including all applicable annexes and ancillary documentation) for Vetting</p>	<b>evaluationreports.contracts@gov.mt</b>
<p>Submission of Property Procurement Documents<sup>4</sup> (including all applicable forms and ancillary documentation) for Vetting</p>	<b>property.contracts@gov.mt</b>
<p>Queries related to Procurement Training Initiatives</p>	<b>training.contracts.mfe@gov.mt</b>
<p>Submission of the Compensation Requests (including all applicable forms and ancillary documentation) for DG Contracts' consideration</p>	<b>compensations.contracts@gov.mt</b>
<p>Queries related to Procurement Policy</p> <p>Submission of the Best Price Quality Ratio (BPQR) Tables (including all applicable and ancillary documentation) for Vetting</p>	<b>policy.contracts@gov.mt</b>

<sup>2</sup> Approval of Modifications shall relate to Call for Tenders published by the Operations Directorate.

<sup>3</sup> Evaluation Reports for any Call for Tenders published by the Operations Directorate.

<sup>4</sup> Property Procurement Documents for any Call for Tenders drawn up by Contracting Authorities / Entities, specifically wherein the Estimated Value is in line with Regulation 6(1)(b) of S.L. 601.12

Queries related to the Sectoral Procurement Directorate's remit	<b>spd.mfe@gov.mt</b>
Submission of Procurement Documents <sup>5</sup> (including all applicable forms and ancillary documentation) for Vetting by the Sectoral Procurement Directorate	<b>spd1.mfe@gov.mt</b> <b>spd2.mfe@gov.mt</b> <b>spd3.mfe@gov.mt</b> <b>spd4.mfe@gov.mt</b> <b>spd5.mfe@gov.mt</b> <b>spd6.mfe@gov.mt</b> <b>spd7.mfe@gov.mt</b> <b>spd8.mfe@gov.mt</b>

### **Administrative Coordination**

The Department of Contracts highly recommends that any submitted communication (through the respective email addresses depicted above) shall be accompanied by an all-inclusive covering email clearly indicating the purpose of the submission as well as a list of any enclosed documents.

### **Contact**

Contracting Authorities may also be contacted through the Department of Contracts' Customer Care Telephone Service on +356 21220212.

Anthony Cachia  
Director General (Contracts)

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<sup>5</sup> Procurement Documents for any Call for Tenders drawn up by Contracting Authorities classified under Schedule 16 of S.L. 601.03, specifically wherein the Estimated Value is in line with Regulation 9(1)(c). Pursuant to Contracts Circular No. 04/2021, Contracting Authorities shall utilise the appropriate email address depending on the portfolio of the respective SPD.