

SUBMISSION OF AN APPEAL/REQUEST TO THE CUSTOMER BY THE PARTICIPANTS

Submitting an appeal to the Customer

The Law of Ukraine “On Public Procurement” states that “An individual/legal entity has the right, no later than 10 days before the deadline for submitting a tender offer, to apply to the procuring entity through the electronic procurement system for clarifications regarding the tender documentation and/or to apply to the procuring entity with a request to eliminate a violation during the tender. All requests for clarification and requests to eliminate the violation are automatically published in the electronic procurement system without identifying the person who applied to the customer.”

In a simplified procurement, the tenderer may address the contracting authority only during the clarification period. In above-threshold procurements, a tenderer may apply to the procuring entity no later than 10 days before the deadline for submitting tender offers.

To start the process of submitting an appeal to the customer, you need to open the procurement (make sure that the period allowing to submit an appeal is valid) and click the **Submit appeal** button.

The screenshot displays the procurement system interface for a tender titled "Закупівля [ТЕСТУВАННЯ] Перець овочевий уточнення від Державне підприємство "Олімпія" .". The interface includes a navigation bar with tabs for Tender, Appeal (0), Claims (0), Complaints (0), and Cancellations (0). The main content area shows tender details: Type of purchase (Open bidding with features), Tender (UA-2024-03-19-000596-a), Plan (UA-P-2024-03-19-000785-a), State (Waiting for suggestions), The last change (16.05.2024 12:37), and Signature (No signature). Estimated cost is 410 200 UAH (Without VAT), and the cost of submitting a proposal is 612 UAH. A progress bar indicates the period for submission of proposals (Remains 74 days 22 hours) from 19.03.2024 14:11 to 31.07.2024 09:00. Below this, there are two more progress bars: "Period of clarification" (Remains 74 days 22 hours) from 19.03.2024 14:11 to 31.07.2024 08:57, and "period for filing a complaint" (Remains 74 days 22 hours) from 19.03.2024 14:11 to 31.07.2024 08:57. On the right side, there is a sidebar with a "Waiting for suggestions" status, estimated cost of 410 200 UAH, and a "Period of offers submission" to 31.07.2024 09:00. The customer is ДП "Олімпія" with contact phone number +380667894127. There are buttons for "Enter an offer", "Form an account", "Observe", "Make a complaint", and "Enter a question". The "Enter a question" button is highlighted with a red box. At the bottom of the sidebar, there is a link to "Get a certificate from the Ministry of Internal Affairs".

You can ask for clarification regarding the procurement in general, a specific lot, or a specific item. After clicking the button, you need to fill in two required fields: **Topic** (the length of the field value must be between 1 and 200.) and **Appeal** (the length of the field value must be between 1 and 10000). After entering the required information, click **Send**

The screenshot shows a "Question" form in the procurement system. The form is titled "Question" and has a close button (X). Below the title, it says "by tender". There are two required fields: "Topic" and "Question". Both fields are highlighted with red boxes. At the bottom of the form, there are two buttons: "Close" and "Send". The "Send" button is highlighted with a red box. The background shows a navigation bar with a "Back to the purchase" button and the text "Procurement: questions and [ТЕСТУВАННЯ] Перець овочевий уточнення від Державне підприємство "Олімпія" .". The tender ID is UA-2024-03-19-000596-a.

After the appeal is published, the information entered and the date of submission are displayed. In accordance with the requirements of the Law, information about the author of the appeal is masked.

Questions: by tender	
Subject	Test
Contents	Test
Date of publication of the question:	17.05.2024 10:53

Terms for submitting an appeal and response by the customer

Type of procurement	Participants' requests for clarification	Responding to customer requests
simplified procurement	during the clarification period	before the end of the proposal submission period, or the Customer may leave the request unanswered
open trades with special features	no later than 3 days before the end of the proposal period	before the end of the proposal submission period. If the period has ended, the deadline for the submission period must be extended so that at least 4 days remain until the end of the submission of proposals
open trades open trades with publication in English competitive dialog (1, 2 stage) competitive dialog with publication in English (1, 2 stages) open trades for the procurement of energy services conclusion of a framework agreement	no later than 10 days before the end of the offer period	at least 7 days must remain until the end of the submission period. If the period has ended, the deadline for the submission period must be extended
simplified trades using an electronic procurement system	no later than 2 business days before the end of the offer submission period	the system requires to extend the period of submission of offers for 2 working days from the date of submission of the response
negotiation procedure negotiation procedure (shortened) procurement without the use of an electronic system	The appeal does not apply to these procedures.	

An unanswered request for clarification blocks the procurement from acquiring the following statuses, except for Simplified procurement (an unanswered request does not block the procedure).

Submission of the Requirement to the Customer

At the stage of discussing the terms of the tender documentation, **the option to submit a claim in all procurement types during the clarification period has been removed.** Therefore, submission of the Requirement remains an active mechanism at other stages of procurement: prequalification and qualification. To start the process of submitting a Requirement to the customer, you need to open the procurement at the appropriate stage and click the **Submit Requirement** button under the name of your organization.

Постаачальник : yanatestp1@gmail.com allowed

[Show offer documents](#)

[Answers to the criteria](#)

Documents regarding changes in the qualification

edr_identification.yaml 16.02.2024 23:00	Extract from the Unified State Register
---	---

Grounds for refusal to participate in the procurement procedure

Виявлення факту зв'язку учасника з іншими учасниками процедури або замовником	+
Виявлення факту наміру впливу на прийняття рішення замовника	+

[Enter a request](#) [Подати скаргу](#)

After clicking the button, you need to fill in two required fields: **Subject** and **Content**. After entering the necessary information, click **Save**. After saving the draft requirement, you can add documents using the **Add document** button.

Type: ВИМОГА	Date:	Condition: Creation
Subject * <input type="text" value="Test"/>		
Contents * <input type="text" value="Test"/>		
Documents ⊖		
add a document		
Save Send Cancel		

To publish the Requirement, click on the **Send** button. You can also cancel the Requirement by clicking the **Cancel** button.