

# Notice

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## *Contacting e-Procurement Help Desk*

The Procurement Policy Office (PPO) wishes to inform all users of the e-Procurement System (e-PS) as well as other stakeholders that the e-Procurement Help Desk can **only** be contacted by email on the following address:

[eprocdesk@govmu.org](mailto:eprocdesk@govmu.org)

The Help Desk is not available on phone number (+230) 201-1530 nor on any other phone number.

When contacting the Help Desk, users are requested to follow instructions available on the Help Desk menu on the e-Procurement System home page (<https://eproc.publicprocurement.govmu.org/files/HelpDesk-v2.pdf>) for a prompt response.

Bidders are advised to contact the Help Desk with copy to the public body, **only** when encountering technical issues with the use of the e-PS. Other queries which are specific to the procurement exercise and not related to technical issues should be addressed to the public body concerned within the specified timeframe and according to the appropriate method as specified in the bidding document.

**Procurement Policy Office**

22<sup>nd</sup> October 2021