



MINISTRY OF FINANCE
Procurement Policy Office

In reply please quote: F/PPO/4/1/Vol 13

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From: Procurement Policy Office

To: Heads of Public Bodies

Procurement e-Ticketing System (Public Body)

The Procurement Policy Office (PPO) is pleased to introduce the new **Procurement e-Ticketing System (Public Body)** to streamline requests for assistance from public bodies. This platform ensures centralized support, real-time query tracking, quicker responses, and enhanced transparency. This initiative is part of our commitment to leveraging technology to deliver better services to public bodies.

2. Overview of the Procurement e-Ticketing System:

The e-Ticketing system is an online platform that allows public bodies to:

- submit inquiries and requests for assistance on procurement legal framework, technical assistance regarding the electronic-Procurement System (e-PS);
- receive feedback/advice to queries electronically; and
- interact with PPO on technical issues regarding e-PS.

3. Access and Implementation:

- to access the system, please visit <https://epsspoc.govmu.org/>
- The system is live as from **13 February 2025**. The transition period to replying to public bodies by mail is by **7 March 2025**, as assistance will only be provided via **Procurement e-Ticketing System (Public Body)** platform thereafter.

4. For immediate inquiries, contact the e-proc team via mail on eprocdesk@govmu.org.

Procurement Policy Office
14 February 2025

