

Clarifications on questions submitted by an interested economic operator concerning the terms of the Open Competition for Tenders for the project: "Supply, Implementation and Installation of: "(a) Intra-Enterprise Financial Operations Management System (b) Credit Insurance and Surety Bonds/Guarantees Management System and (c) Customer Relations Management System for the Hellenic Export Credit Company SA" Year 2023, with the notice number 1/2023 (ID: ΨΖ5ΛΕ-ΜΙΚ).

In relation to requests for clarifications submitted, via e-mail, by an interested economic operator concerning the terms of the tender No. 1/2023 Open Competition for Tenders, for the project: "(a) Intra-Enterprise Financial Operations Management System (b) Credit Insurance and Surety Bonds/Guarantees Management System and (c) Customer Relations Management System for the Hellenic Export Credit Company SA", the following clarifications are provided, in accordance with the provisions of paragraph 2.1.3 of the above-mentioned tender notice:

**Question 1** : The tender notice is for three (3) different systems. Can you confirm that we can only submit for one of the three systems?

**Answer:** According to Article 2.4.1 it is provided that : Tenders shall be submitted on the basis of the requirements as set out in Annex I - Detailed Description of the Physical and Financial Objects of the Call for Tenders for all the services described.

No alternative tenders are allowed.

Consequently, the tender must, under penalty of exclusion, cover all three systems.

**Question 2** : Is it grounds for rejection if our company does not meet one of the following selection criteria set out in paragraphs 2.2.4.1, 2.2.4.2, 2.2.4.3 and 2.2.5?

**Answer:** According to Article 2.4.5 - Grounds for rejection of tenders, it is provided that: 2.2.4.1. "Suitability to pursue a professional activity", 2.2.4.2 "Economic and financial standing", 2.2.4.3 "Technical and professional competence", 2.2.5 "Quality assurance and environmental management standards", we report the following.

According to Article 2.4.5 - Grounds for the rejection of tenders, it is provided that: The contracting company on the basis of the results of the examination and evaluation of tenders, reject, in any case, a tender: ia) if the supporting documents submitted by the tenderer do not prove the non-existence of the grounds for exclusion referred to in paragraph 2.2.3 of this Article or the fulfilment of one or more of the requirements of the qualitative selection criteria, in accordance with paragraphs 2.2.4 et seq. of the selection criteria.

Consequently, failure to meet one of the selection criteria in the above paragraphs is grounds for rejection of the tender.

**Question 3** : Is it acceptable to submit a tender in English instead of Greek? In other words, if we submit a tender in English, is it acceptable not to accompany our tender with a certified translation? In practice, the required certified translations will be very difficult to produce within such a short timeframe.

**Answer:** According to Article 2.1.4 it is provided that: Tenders, the information contained in them and the supporting documents relating to the absence of grounds for exclusion and the

fulfilment of the qualitative selection criteria shall be drawn up in Greek or accompanied by an official translation into Greek. Information and technical brochures and other documents - corporate or otherwise - with specific technical content, i.e. documents with purely technical characteristics, such as numbers, international unit yields, mathematical formulae and drawings, which can be read in any language and which do not need to be translated, may be submitted in another language without being accompanied by a translation into Greek.

Therefore, submission of a tender in English without a certified translation of the tender in Greek is not acceptable except in the case expressly mentioned.

With regard to the short period of time for the submission of certified translations of tenders, we would like to inform you that the deadline for submission of tenders has already been extended until 5.5.2023 at 14.00 p.m.