



## Help desk in France and Lithuania



Public Procurement Principle: **Capacity Participation**



Procurement Stage: **Pre-tendering, Tendering**



Audience: **Policy makers, Procuring entity, Private sector**

### Description

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#### France

The Ministry of Finance (Minefi) operates a call centre and e-mail inbox (CIJAP) with ten staff members who answer inquiries from contracting authorities, in particular, local contracting authorities. In 2014, 86% of the questions were answered on the spot. Most of the questions not answered on the spot are responded in writing within 48 hours. In the case where the question requires a more detailed legal interpretation, the inquiry is forwarded to a specialised Unit “Advice to buyers” of the Directorate for Legal Affairs of the Minefi. This unit generally produces written answers within 45 days. The call centre has been in high demand, dealing with 35 000 inquiries per year.

#### Lithuania

The Public Procurement Office of Lithuania (PPO) set up a help desk in order to provide responses to questions. This help desk is open not only to contracting authorities, but also to economic operators. Currently, the help desk receives questions only through email in order to ensure consistency and accuracy on the quality of answers. Regardless of the high volume of questions received through email (2 000 requests / month on average), PPO maintains the speed of answer: 33% of the requests are answered within 1 hour, 17% in 1-8 hours, 11% (8-24 hours), and the rest 39% in more than 24 hours

*OECD (2018), Mexico's e-Procurement System: Redesigning CompraNet through Stakeholder Engagement, OECD Public Governance Reviews, OECD Publishing, Paris. <http://dx.doi.org/10.1787/9789264287426-en>*

