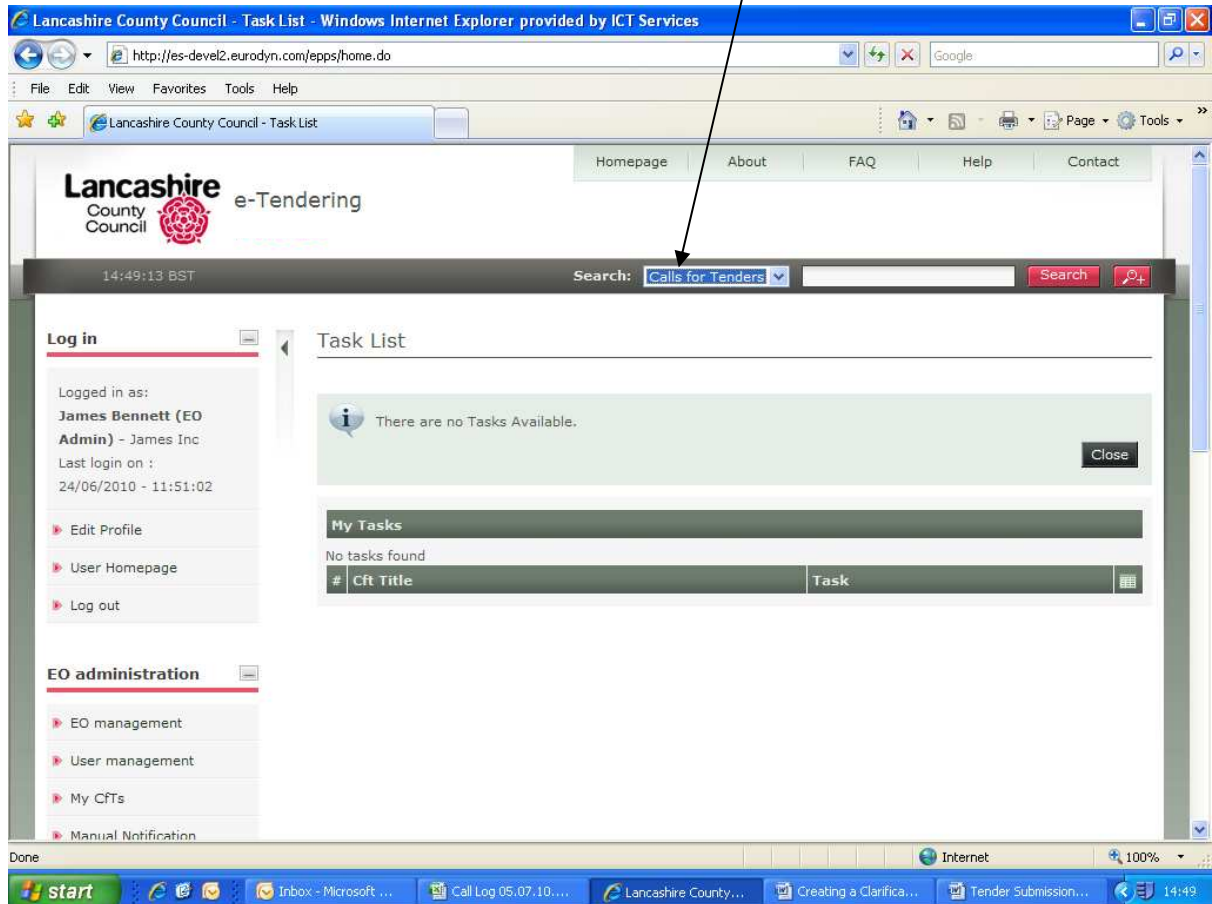
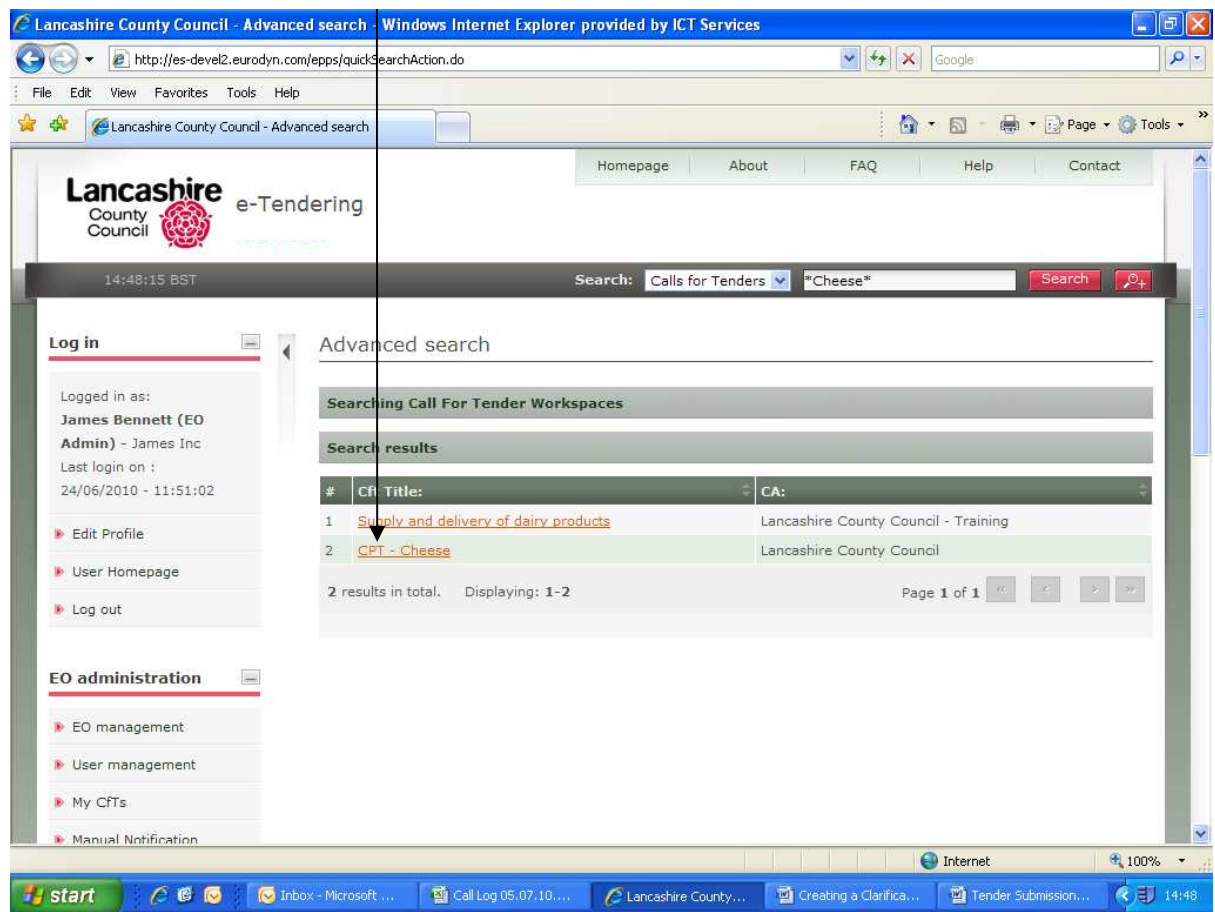


## Creating a clarification request

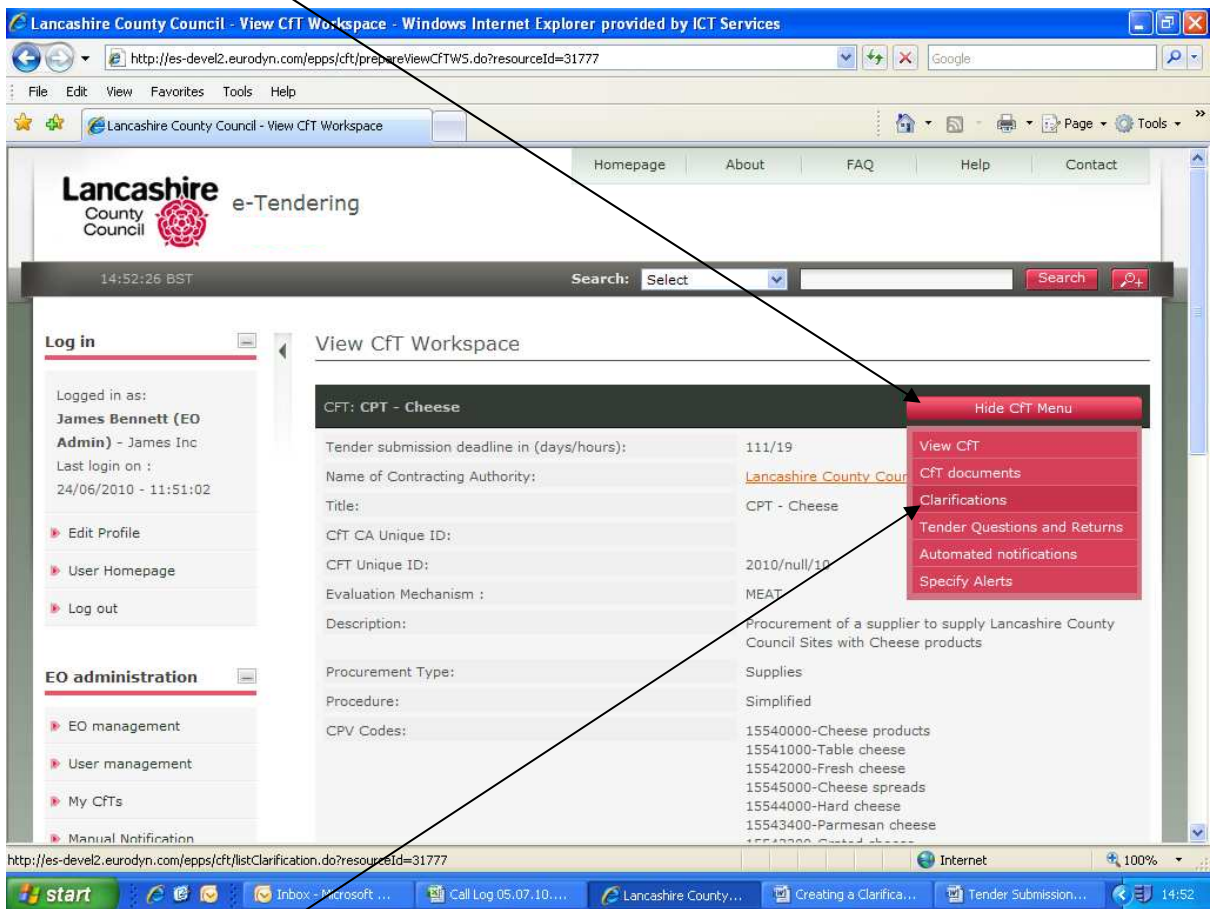
1. Log into Lancashire County Councils e-tendering system ([www.lancashire.gov.uk/tendering](http://www.lancashire.gov.uk/tendering))
2. Use the search bar (below) to find the Cft (Call for tender) you wish to tender for and select "Search"



3. Select the tender you wish to raise a clarification against e.g. ask a question or raise an important point about this call for tender (Cf)



#### 4. Select "Show Cft Menu"

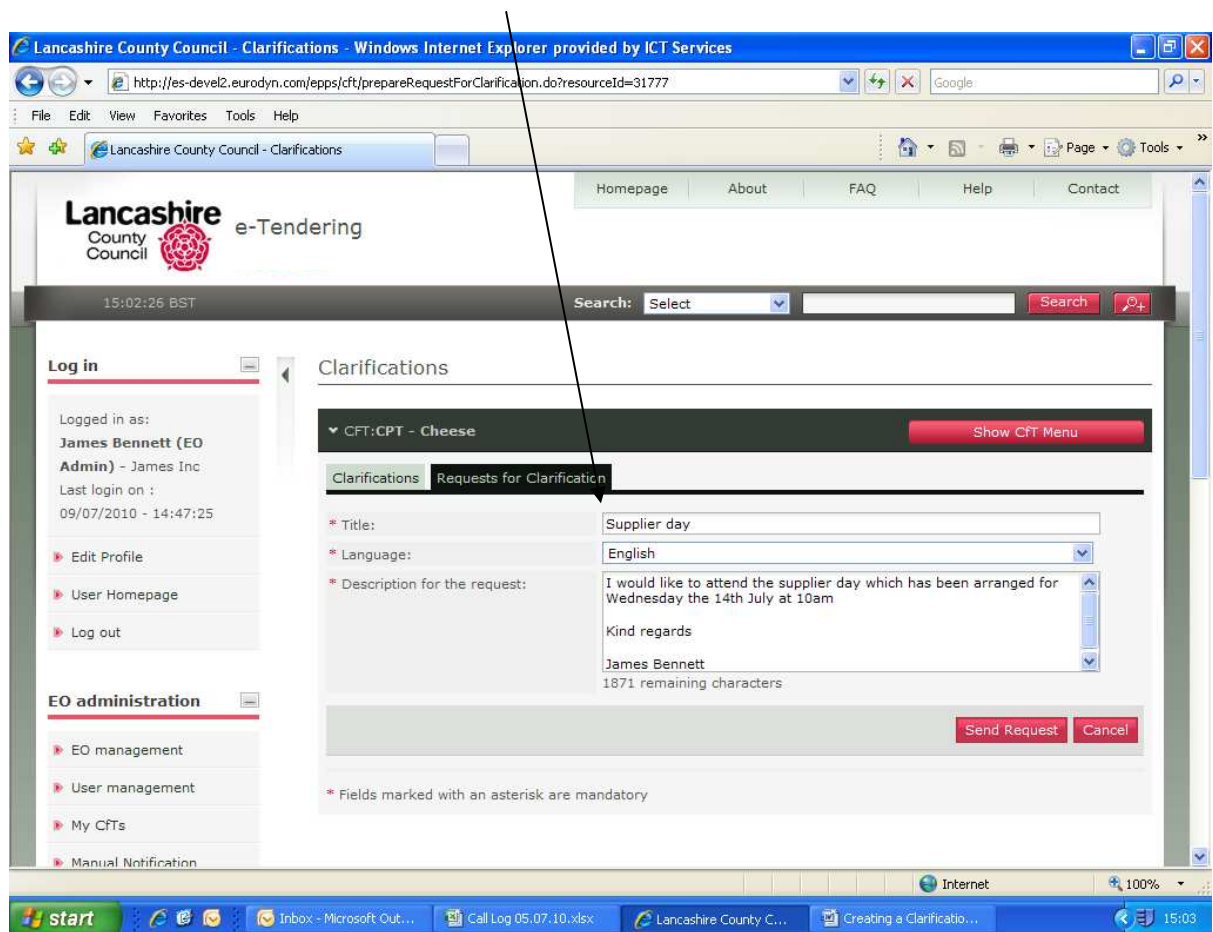


#### 5. Select "Clarifications"

## 6. Select "Request for Clarification" tab

The screenshot displays the Lancashire County Council e-Tendering interface. The browser window title is "Lancashire County Council - Clarifications - Windows Internet Explorer provided by ICT Services". The address bar shows the URL: <http://es-devel2.eurodyn.com/epps/cft/listClarification.do?resourceId=31777>. The page header includes the Lancashire County Council logo and "e-Tendering". A navigation menu at the top right contains links for "Homepage", "About", "FAQ", "Help", and "Contact". Below the header, there is a search bar with a dropdown menu set to "Select" and a "Search" button. The main content area is titled "Clarifications" and displays a message: "There are no Clarifications made" with a "Close" button. A sidebar on the left contains a "Log in" section with user information for James Bennett (EO Admin) and options for "Edit Profile", "User Homepage", and "Log out". Below this is an "EO administration" section with links for "EO management", "User management", "My CFTs", and "Manual Notification". A dropdown menu for "CFT: CPT - Cheest..." is open, showing a "Show CFT Menu" button and a sub-menu with "Clarifications" and "Requests for Clarification" tabs. The "Requests for Clarification" tab is currently selected. The Windows taskbar at the bottom shows the Start button and several open applications, including "Inbox - Microsoft...", "Call Log 05.07.10...", "Lancashire County...", "Creating a Clarifica...", and "Document2 - Micro...". The system clock shows 15:01.

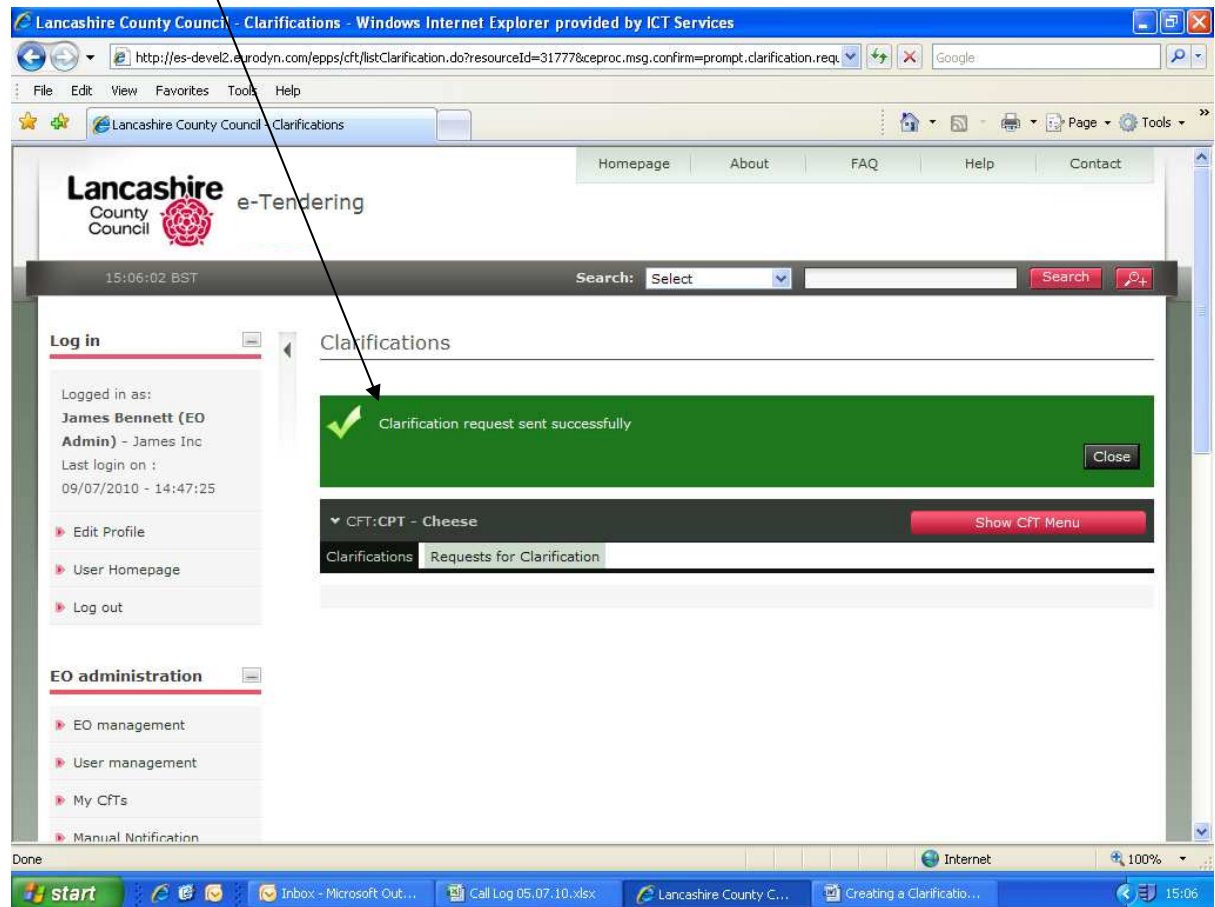
7. Complete the request for clarification section as you would do for an email



- a. Title: Subject title for your request for clarification
- b. Language: English
- c. Description for the request: your question or query in regards to this call for tender

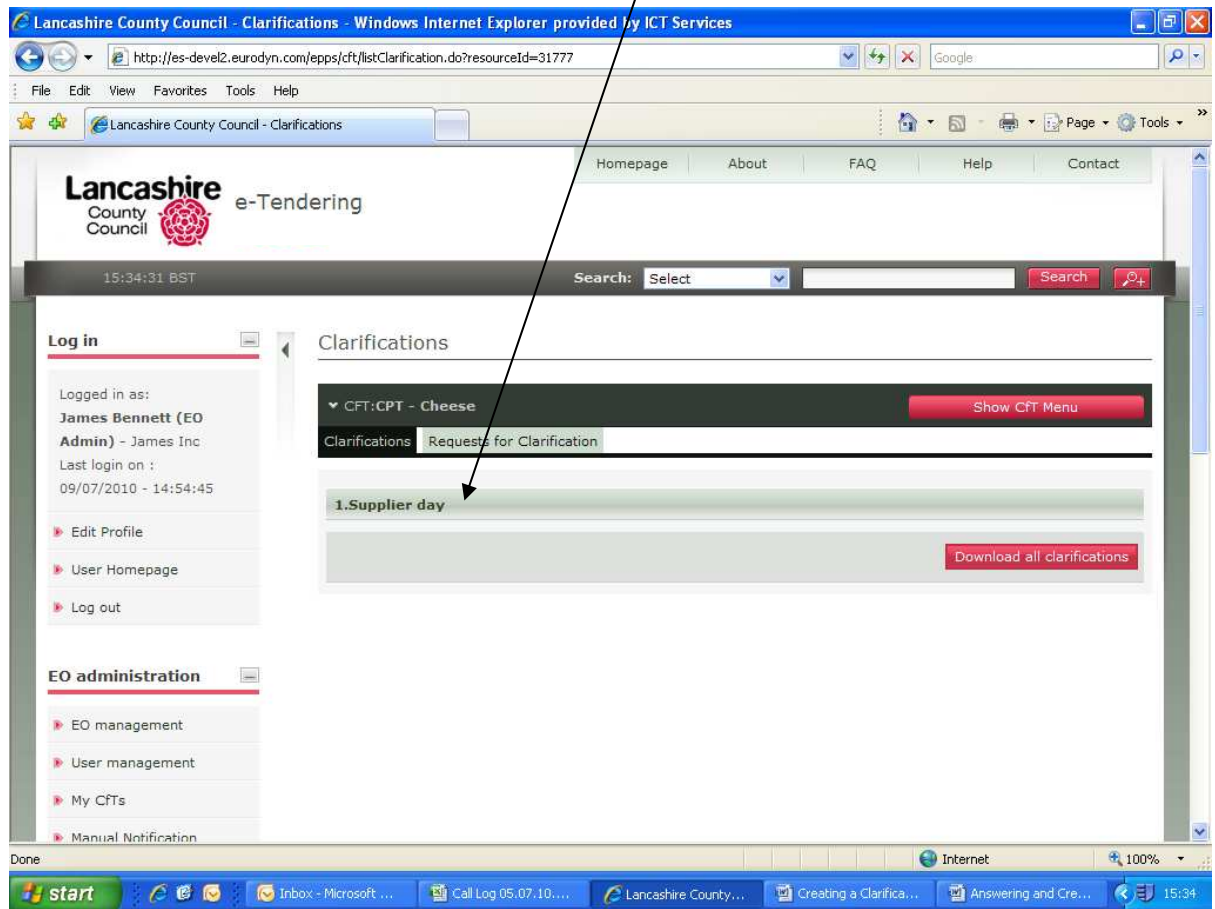
8. Once complete, select "Send Request"

9. A message should return confirming that your clarification request has been sent



10. You will receive an email notification once your clarification has been answered within the system. To view your clarification response, follow steps 1 to 5

11. Select your the clarification you wish to view (this is a drop down message and will only be visible once selected)





## 12. Your clarification question and answer will appear below

The screenshot displays the Lancashire County Council e-Tendering system interface. The browser window title is "Lancashire County Council - Clarifications - Windows Internet Explorer provided by ICT Services". The URL is "http://es-devel2.eurodyn.com/epps/cft/listClarification.do?resourceId=3777". The page header includes "Lancashire County Council e-Tendering" and navigation links for "Homepage", "About", "FAQ", "Help", and "Contact". A search bar is present with a "Search" button. The user is logged in as "James Bennett (EO Admin)" with the last login on "09/07/2010 - 14:54:45". The main content area is titled "Clarifications" and shows a dropdown menu for "CFT: CPT - Cheese" with a "Show CFT Menu" button. Below this, there are tabs for "Clarifications" and "Requests for Clarification". The "Requests for Clarification" section displays a request for clarification under the heading "1. Supplier day". The request description is: "I would like to attend the supplier day which has been arranged for Wednesday the 14th July at 10am Kind regards James Bennett". The clarification response is: "Thank you for your request. Your name has been added to the supplier day list of attendees Regards Ingrid Bidle". A red button labeled "Download all clarifications" is located at the bottom right of the main content area. The Windows taskbar at the bottom shows the start button, several open applications, and the system clock at 15:36.

13. If you wish to download all clarifications as a PDF document, select "Download all clarifications"