Interreg
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NEXT MED
SmartGreenEcos

PART A
INSTRUCTIONS TO TENDERERS

Procurement Procedure, Submission Requirements and Evaluation

Procurement of Software Development Services for SmartGreenEcos Platform 3 - Digital Procurement Platform and Supporting Testing Services for SmartGreenEcos Platforms 1, 2 and 4.

Contracting Entity: RTD Talos Ltd

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This document is to be read together with the Invitation to Tender, the Technical Specifications, the prescribed tender forms and Part B — Contract and Special Conditions.

1. Procurement Overview

1.1 Contracting Entity / Authority and Project

RTD Talos Ltd ("TALOS") is the private-sector partner responsible for Platform 3 - the Digital Procurement Platform - under the SmartGreenEcos project, funded by the Interreg NEXT MED Programme 2021-2027. TALOS is conducting this procurement as a private Interreg NEXT MED beneficiary and not as a public contracting authority.

1.2 Procurement Object

TALOS intends to appoint a software development contractor to design, develop, configure, integrate, test, deploy, support during pilot operation and hand over SmartGreenEcos Platform 3 and also provide supporting testing services for SmartGreenEcos Platforms 1, 2 and 4, all in accordance with the Tender Documents, particularly Annex 1 - Technical Specifications.

1.3 Procedure

The procedure is conducted under the applicable Interreg and national requirements for procurement by private beneficiaries, including Circular EES2/2023. TALOS may invite selected economic operators and/or publish the opportunity more widely. All Tenderers shall receive the same Tender Documents, submission deadline and material clarifications.

TALOS shall apply the principles of transparency, equal treatment, non-discrimination, proportionality, impartiality and effective competition, and shall maintain a written audit trail of the procedure and award decision.

1.4 Key Procurement Information

Item	Requirement
Contract type	Services - software design, development, integration, testing, deployment, pilot support, documentation, training and handover.
Scope	The complete mandatory scope defined in Annex 1 - Technical Specifications. Partial Tenders are not permitted.
Lots	The Contract is not divided into lots.
Contract period	Expected commencement in October 2026 and completion by 31 May 2027, subject to the signed Contract.
Award criterion	Best price-quality ratio: 60% technical quality and 40% price.
Language	English. Official supporting documents may be submitted in Greek or English.
Currency	Euro (EUR), including VAT.
Tender validity	60 calendar days from the submission deadline.
Submission details	The deadline, electronic submission channel and procurement contact are stated in the Invitation to Tender.

1.5 Tender Documents

The Tender Documents comprise:

- The Invitation to Tender / Invitation to Submit an Offer;
- This Part A - Instructions to Tenderers;
- Part B — Contract and Special Conditions;
- Annex 1 - Technical Specifications;
- The prescribed Technical and Financial Offer forms; and
- Any written clarification or addendum issued by TALOS before the submission deadline.

A written addendum or clarification issued by TALOS shall prevail over the earlier Tender Documents to the extent of any inconsistency.

1.6 Right Not to Award

Issue of the Tender Documents does not oblige TALOS to award the Contract or reimburse Tender preparation costs. Talos may cancel, suspend or repeat the procedure for documented reasons,

including lack of compliant or affordable Tenders, insufficient competition, budget constraints or changes in project requirements.

2. Eligibility and Minimum Capacity

2.1 Eligible Tenderers

A Tender may be submitted by a legal person carrying on a professional economic activity, or by a group or consortium. Subcontractors may be used where they are clearly identified in the Tender. The successful Contractor shall remain responsible for all work, including subcontracted work.

2.2 Eligibility Declaration

The Tenderer shall submit a signed declaration confirming that:

- It is legally established and authorized to provide the required services;
- It is not bankrupt, insolvent, in liquidation or subject to equivalent proceedings that materially affect its capacity to perform;
- It has complied with applicable tax and social-insurance obligations;
- It has disclosed any actual or potential conflict of interest relevant to the procedure or Contract; and
- The information included in its Tender is complete and accurate.

TALOS may request supporting evidence before award and may reject a Tender where a declaration is materially false or cannot be verified.

2.3 Minimum Technical and Professional Capacity

Requirement	Minimum Evidence
Relevant experience	At least three software development assignments, each with a value greater than EUR 20,000, completed or at least 80% completed during the last five years, involving a cloud-hosted business platform and at least two of the following: role-based workflows, multi-organization or multi-tenant use, APIs/integrations, B2B transactions, AI-assisted search or comparable functionality. Provide a short project reference, client contact and a Certificate of Completeness or other satisfactory evidence of performance for each qualifying assignment. Assignments that are at least 80% complete may be regarded as completed assignments for the purposes of this requirement.
Delivery team	A team with the skills needed for project management, software architecture and development, AI/search integration, DevOps/deployment, testing and documentation. Provide the team structure, named project lead and technical lead, short CVs and availability. The proposed team shall collectively demonstrate experience from at least two relevant assignments, each with a value greater than EUR 10,000, completed or at least 80% completed during the last five years.
Delivery capacity	A credible plan showing that the proposed resources are available to complete the Contract between October 2026 and May 2027. One person may cover more than one role where this is realistic and clearly explained.

2.4 Conflicts of Interest

Tenderers shall disclose any relationship or circumstance that could create an actual, potential or perceived conflict of interest or an unfair competitive advantage. TALOS shall assess disclosed circumstances on a case-by-case basis and document any necessary mitigation.

3. Preparation and Submission of Tenders

3.1 General

The Tender shall be complete, clear, internally consistent and signed by an authorized representative. Tenderers are responsible for examining the Tender Documents and requesting clarification in good time.

3.2 Tender Contents

Part	Required Content
A - Administrative	Tender Submission Form; eligibility and conflict-of-interest declaration; Tenderer, consortium and subcontractor details; signatory authorization;
B - Technical Offer	Technical proposal; completed compliance matrix; implementation plan; relevant experience evidence; and proposed team and short CVs; assumptions, dependencies and identified third-party services and licensing requirements.
C - Financial Offer	Signed Financial Offer Form and completed Price Schedule.

The Financial Offer shall be kept separate from the Administrative and Technical Offers.

3.3 Format and Signature

- Documents shall be submitted in searchable PDF format. Prescribed forms shall also be submitted in their original editable format, where provided.
- Forms shall be signed by an authorized representative using a verifiable electronic signature or a scanned handwritten signature.
- File names shall clearly identify the Tenderer and document content.
- Files shall be free from malware and readable using commonly available software.

3.4 Submission, Modification and Withdrawal

The complete Tender shall be submitted through the electronic channel and by the deadline stated in the Invitation. A late Tender shall be rejected. A Tenderer may replace or withdraw its Tender before the deadline by written notice through the same channel. No material modification is permitted after the deadline.

3.5 Costs, Confidentiality and Reservations

Tender preparation costs are borne by the Tenderer. Information considered commercially confidential should be clearly identified, but may still be disclosed where required for audit, funding, legal or reporting purposes. Material reservations to the mandatory scope, fixed-price basis, intellectual-property and handover obligations, data-protection requirements or acceptance provisions may result in rejection.

4. Technical Offer

4.1 Required Structure

The Technical Offer should be specific to Platform 3 and supporting testing services for Platforms 1, 2 and 4 and should normally not exceed 25 pages, excluding the compliance matrix, experience and CVs and supporting project references. It shall contain the following:

Section	Required Content
1. Understanding and proposed solution	Concise understanding of the objectives, users and mandatory scope, together with the proposed overall solution and services.
2. Compliance matrix	Response to each functional, non-functional, integration, data-governance, deliverable and acceptance requirement in Annex 1.
3. Architecture and technology	Application architecture, multi-tenancy, security, IAM/SSO, data, APIs, cloud environments, portability, AI/MCP and search approach, multilingual/RTL support and accessibility.

4. Implementation and quality plan	Work plan, milestones, resources, dependencies, integration, testing, UAT, risk management, pilot support and defect resolution.
5. Experience and team	Relevant assignments, proposed team, roles, availability, governance and any subcontracting.
6. Documentation, training and handover	Manuals, training, source code and repository handover, deployment/runbooks, knowledge transfer, third-party licenses.

4.2 Compliance Matrix

Each requirement shall be marked as Comply, Partially Comply or Do Not Comply, with a brief explanation and a cross-reference to the Technical Offer. A requirement marked Partially Comply shall clearly state the limitation, dependency, later-phase treatment or whether separate pricing would be required. No price shall be stated in the Technical Offer.

All requirements expressly stated as mandatory in Annex 1, including all Must-priority requirements, are mandatory. A material omission or non-compliance with a mandatory requirement may render the Tender inadmissible.

4.3 Third-Party Components and Assumptions

The Technical Offer shall identify all material third-party and open-source components, their license terms, support status, data-location implications, usage assumptions and material lock-in risks. Monetary amounts and detailed recurring costs shall be stated only in the Financial Offer. Assumptions and dependencies shall be clearly stated. No essential cost for the mandatory scope may be concealed as an optional item.

5. Financial Offer

5.1 Pricing Basis

The Tenderer shall submit a fixed lump-sum price for the complete mandatory scope. The price shall include all labor, management, development, configuration, integration, testing, deployment, meetings, documentation, localization, training, pilot support, defect correction, overhead and profit required to perform the Contract, including VAT.

5.2 Price Schedule

Price Component	Requirement
Base Contract price	Fixed total price for the complete mandatory scope through final acceptance and handover.
Milestone breakdown	Allocation of the base price across inception/design, development, integration/UAT, pilot/refinement and final handover.
Third-party and cloud costs during the Contract	Identify all required hosting, AI/LLM, database, search, monitoring, communications, subscription or license costs and state whether they are included in the base price.
Post-handover recurring costs	Provide a non-binding estimate of expected annual operating and license costs, with the main usage assumptions.
Optional items	The Phase 2 optional items identified in Annex 1 shall be priced separately. They shall not form part of the evaluated price.

5.3 Price Completeness

An omitted price for a mandatory item shall be deemed included in the total base price. The base price shall remain fixed for the Contract period, except for a written amendment permitted under the applicable funding and procurement rules. Any exclusion, usage cap or pricing dependency shall be clearly identified.

6. Clarifications and Amendments

6.1 Questions

Questions shall be submitted in English to the procurement contact and by the deadline stated in the Invitation. Questions should identify the relevant document, section and requirement. Informal or oral statements do not modify the Tender Documents.

6.2 Responses and Addenda

TALOS shall provide material clarifications in writing to all invited Tenderers and, where applicable, through the same publication channel. The identity of the Tenderer asking a question shall not normally be disclosed. TALOS may amend the Tender Documents by written addendum and shall extend the submission deadline where a material change requires additional response time.

6.3 Procurement Contact

From issue of the Tender Documents until notification of the outcome, procurement-related communications shall be directed only through the designated contact point. Attempts to obtain confidential information or preferential treatment may result in rejection.

7. Evaluation and Award

7.1 Evaluation Stages

1. Administrative and eligibility review: timely submission, signature, required forms and minimum capacity.
2. Mandatory technical compliance: compliance with the base scope and all mandatory requirements.
3. Technical quality evaluation: scoring against the published criteria in Section 7.2.
4. Financial and combined evaluation: price scoring, combined score, verification and award recommendation.

7.2 Technical Evaluation

Ref.	Criterion	Weight
T1	Quality and suitability of the proposed solution, including the architecture, security, scalability, portability, AI/MCP, search and integration approach.	35
T2	Implementation methodology, schedule, resource plan, integration and testing approach, risk management, pilot support and realism of delivery by May 2027.	30
T3	Relevant organizational experience and the competence, availability and organization of the proposed team.	25
T4	Documentation, training, source-code and operational handover, maintainability, and clarity of third-party licensing and operational dependencies.	10
	Total Technical Score	100

Each criterion shall be scored from 0 to 5:

Score	Meaning
0	No response or unacceptable.
1	Very weak; major deficiencies or high delivery risk.
2	Weak; material gaps remain.
3	Satisfactory; meets the criterion with a credible approach.
4	Good; clear strengths and low-to-moderate delivery risk.
5	Excellent; comprehensive, specific and well evidenced.

The weighted score for each criterion is the score awarded divided by 5 and multiplied by the criterion weight. The Technical Score is expressed out of 100.

7.3 Financial Score

The evaluated price is the fixed price for the mandatory base scope, excluding VAT. The Financial Score shall be calculated as follows:

Financial Score = (Lowest Evaluated Price / Tenderer's Evaluated Price) x 100

7.4 Combined Score and Ranking

Final Score = (Technical Score x 60%) + (Financial Score x 40%)

The Tender with the highest Final Score shall be recommended for award, subject to successful verification, affordability, compliance with the Tender Documents and absence of material reservations. Where the selected Tender is not the lowest-priced Tender, the evaluation report shall record the quality advantages supporting the decision.

7.5 Clarification, Verification and Tie-Breaking

TALOS may request written clarification or missing non-material evidence, but shall not permit a Tenderer to submit a substantially new Tender, materially change the proposed solution or alter its price other than to correct an evident arithmetic error. Before award, TALOS may verify references, corporate status, signatory authority, key-personnel availability and other material statements.

If two Tenders have the same Final Score to two decimal places, the Tender with the higher Technical Score shall rank first. If still tied, the lower evaluated price shall rank first.

8. Contract Finalization

8.1 Notification

Talos shall document the award decision and notify participating Tenderers in writing. An award notification does not create a Contract. The Contract becomes binding only when signed by authorized representatives of TALOS and the successful Tenderer.

8.2 Pre-Contract Evidence

The successful Tenderer may be required to provide current legal-registration and signatory documents, tax and social-insurance compliance evidence, final subcontracting commitments and confirmation that the proposed key personnel remain available.

8.3 Contract Documents and Commencement

The Contract shall comprise Part B as completed and signed, the final Technical Specifications, applicable clarifications and addenda, and the accepted Technical and Financial Offers. The exact commencement date, milestones, payment schedule and final acceptance date shall be stated in the signed Contract. No chargeable work shall begin before Contract signature or a written notice to proceed.

8.4 Audit Cooperation

The Contractor shall cooperate with TALOS, Interreg, national and European Union verification or audit requirements and shall retain the records specified in the Contract for the applicable retention period.

Appendix A - Tender Submission Checklist

No.	Document / Check	Included
1	Tender Submission Form signed by an authorized representative	Yes / No
2	Eligibility and conflict-of-interest declaration	Yes / No
3	Tenderer, consortium and subcontractor details, as applicable	Yes / No / N/A
4	Evidence of relevant organizational experience	Yes / No
5	Technical Offer in the required structure	Yes / No
6	Completed Technical Compliance Matrix	Yes / No

7	Implementation plan and milestone schedule	Yes / No
8	Team structure, short CVs and availability	Yes / No
9	Third-party components and licensing statement	Yes / No
10	Financial Offer Form signed	Yes / No
11	Completed Price Schedule	Yes / No
12	Tender submitted through the specified channel before the deadline	Yes / No