RTD Talos

Interreg NEXT MED

Co-funded by the European Union

SmartGreenEcos

Provision of Services for Co-design Facilitation and Data Collection for Digital Platforms' e-Services for the SmartGreenEcos Project (A_T_1.2_0526) (Cyprus)

ESTIMATED VALUE: 50.000 EURO including VAT

Tender procedure No.: 31072026

The project is co-financed by the European Union under the INTERREG NEXT MED programme by 89%.

Nicosia, 29/07/2026

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PART A: SCOPE AND TERMS OF CONDUCT OF THE TENDER PROCEDURE

1. INTRODUCTION

The **RTD TALOS LTD** is conducting a simplified tender procedure using as an award criterion **the most economically advantageous tender based on the best price-quality ratio**, for the procurement of ***the Provision of Services for Co-design Facilitation and Data Collection for Digital Platforms' e-Services for the INTERREG NEXT MED SmartGreenEcos Project (A_T_1.2_0526) (Cyprus)***.

2. KEY DETAILS OF THE TENDER PROCEDURE

Par.	*Details*	
2.1	**Tender Procedure No.**	**31072026**
2.2	**Estimated Value**	**Fifty thousand only (50.000)** Euro, including of VAT.
2.3	**Financing**	**The project is co-financed by the European Union under the Interreg NEXT MED Programme by 89% (Grant A_T_1.2_0526)**
2.4	**Tender Procedure**	*Simplified procedure in accordance with Article 90(1) (c) of L.73(I)/2016*
2.5	**Award Criterion**	Most economically advantageous tender based on the best price-quality ratio
2.6	**Competent Official**	**Dr. Demetris Eliades** **Diogenous 1, Block A, 4th floor, Egkomi, 2404 Nicosia, Cyprus** ***+357 22454333*** **de@talos-rtd.com**
2.7	**Tender Validity period**	**Two (2) months from the tender submission deadline**
2.8	**Tender Language**	English
2.9	**Tender Currency**	Euro
2.10	**Tender Submission Place**	Electronically by email to **talos@talos-rtd.com**
2.11	**Tender Submission Deadline**	By **13:00 hours** of **04/09/2026**
2.12	**Duration of Contract Execution**	**Twenty (20) months** from the commencement date of the implementation of the contract scope
2.13	**Clarifications deadline**	**24:00 hours of 23/08/2026 via email at de@talos-rtd.com**

3. DESCRIPTION OF CONTRACT SCOPE

3.1 Scope

1. The Contract Scope ***covers the support of the design, validation and configuration of selected digital platforms' e-services through stakeholders and end-users' engagement, structured data collection, analysis and preparation of information in formats required by the target digital platforms of the SmartGreenEcos project. The detailed Terms of Reference and Technical Specifications are provided in Annex 1.***

3.2 Place of Implementation of the Contract Scope

1. The place of implementation of the Contract Scope is Cyprus

4. PERSONNEL

All members of the Contractor's project team who have a crucial role in the implementation of the Contract are referred to as "key experts". ***The Contractor shall propose a project team comprising Key Experts who play a crucial role in the implementation of the Contract Scope. The Contractor shall designate one of the Key Experts as the Team Leader / Single Point of Contact for RTD TALOS Ltd (hereinafter, the Contracting Entity / Authority). The required minimum qualifications of the Key Experts for the present Contract are as follows:***

Key Expert 1: **Business Process Analyst**

Qualifications and skills

- **Minimum Master's degree (or equivalent) in a relevant field. Relevant degrees include but are not limited to Project Management, Business Administration, Data Analytics, and Information Systems Studies.**
- **A certification in project management such as PMP or PRINCE 2 shall be regarded as an advantage.**
- **Strong organisational and analytical skills and proven ability to communicate effectively with technical and non-technical stakeholders. Organizational skills to manage multiple assignments with attention to detail and ability to prepare reports and present findings.**
- **Ability to translate user and business processes requirements into functional and non-functional system requirements with business process modelling and workflow analysis.**
- **Excellent command of English and Greek (written and spoken).**

General professional experience

- **At least three (3) years of experience in business process analysis and consulting, project management and planning or related field.**

Specific professional experience

- **Proven experience in gathering business requirements, business process analysis and translating into functional and technical specifications in the last five (5) years. Worked on at least two projects with minimum value 10.000EUR each during the last 5 years.**

Key Expert 2: **Data Analyst**

Qualifications and skills

- **Minimum Master's degree (or equivalent) in a relevant field. Relevant degrees include, but are not limited to, Business Process Analysis, Data Science, Statistics, Information Systems and Computer Science.**
- **Ability to design and implement data collection and validation methodologies, metadata management, data integration and statistical analysis.**
- **Strong analytical thinking and numerical skills, ability to translate data into actionable recommendations, ability to prepare reports and present findings**
- **Excellent command of English and Greek (written and spoken).**

General professional experience

- **At least three (3) years of demonstrated experience in data collection, cleansing/curation, normalisation, formatting, analysis and management, statistics or related field.**

Specific professional experience

- **Proven experience in managing datasets from multiple sources, defining data standards and metadata and relating data analysis to digital transformation requirements in the last five (5) years. Worked on at least two projects with minimum value 10.000EUR each during the last 5 years.**

5. VALIDITY OF TENDERS

1. Tenders shall be valid and binding on the Tenderers as specified in Paragraph 2.7 of the present document. Tenders specifying a shorter period of validity than the above one shall be rejected as inadmissible.

2. Should the issue of extension of the validity of the Tenders arise, the Contracting Entity shall address a question to the participants, prior to the expiry of the validity of the Tenders, as to whether they accept the extension for a specific period of time. If the participants fail to accept the extension of their tenders in writing, such tenders shall be rejected as inadmissible.

6. FORMAT AND SUBMISSION OF TENDERS

6.1 Time and Place of Submission

1. Economic operators must submit their Tenders no later than the deadline for the submission of Tenders specified in paragraph 2.11.
2. Tenders must be submitted electronically, as stated in paragraph 2.10.
3. Tenders which were submitted after the specified date and time are considered to be late and shall not be taken into consideration.
4. Tenderers are allowed to modify or withdraw their submitted Electronic Tenders, any time PRIOR to the deadline.

6.2 Format of Tenders and Submission

1. Tenders must be drawn up as determined in the Tender Documents, and must be submitted electronically in the language specified in paragraph 2.8. Manuals, if any, accompanying the Technical Offer may be submitted in English and or Greek.

2. The Tender contains two (2) Sub-folders with all the information pertaining to the Tender, as follows:

   A. ”Technical Part sub-folder”

   B. “Financial Offer Sub-folder”

   If the technical data of the Tender is too large in volume and, consequently, its electronic submission may cause problems, it may be submitted in hard copy or via a link.

   The maximum volume of data that can be submitted via the Email System is 10 MB.

6.3 Contents of Sub-folders

1. The Contracting Entity is considered the owner of the Tenders submitted within the current Tender procedure and the Tenderers have no right regarding the return of their Tenders by the Contracting Entity.

   It is noted that any details incorporated in the submitted Tenders that relate to personal data will be used by the Contracting Entity in the context of the evaluation process in accordance with the provisions of the applicable Law.

6.3.1 Contents of “Technical Part” Sub-folder

1. The Technical Offer Form, completed in accordance with the Template (Form 1) given in the attached Appendix to the present Invitation.
2. CVs of the key experts of the Project Team in a standardised format, using the template contained in the Appendix to the Tender Documents (Form 2)
3. The Technical Offer Data, which shall comprise:

   <u>Section A:</u> Approach and Methodology for Implementation of the Contract Scope

   a) A summary description of the way in which the Tenderer intends to approach the implementation of the Contract Scope, from which it should be established that the Tenderer understands:

      - The requirements of the Contract,
      - The critical issues which are related to the achievement of the objectives,
      - The risks and assumptions which may affect the smooth implementation of the Contract Scope.

   and

b) An appropriate description and breakdown of the Contract Scope into activities; identification and detailed description of the deliverables; and presentation of detailed Contract Scope implementation schedule.

Section B: Proposed Project Team

a) Description of the organisational structure of the Project Team and of the duties of its members.

b) Presentation of the Project Team, by completing the Table below:

No.	Name of Project Team Member	Position in the Project Team	Duties of Project Team Member
TOTAL			

6.3.2 Contents of "Financial Offer" Sub-folder

1. The "Financial Offer" (Form 3).
2. For the preparation of the Financial Offer, the following must be considered:
    a. In every case where price is omitted in the financial form for specific items/services, it shall be deemed that the corresponding price is included in the other prices, and the Contractor shall not be entitled to seek any additional remuneration for these items/services.
    b. In the case of a discrepancy between the unit rate and the total price, the unit rate shall prevail.
    c. The rates and the total price of the offer shall be denominated in the currency specified in paragraph 2.9. Prices shall be quoted inclusive of VAT.
    d. In completing the Financial Offer Form, the Tenderer must consider the deductions, if any, made under the law, and all other expenses required for meeting its obligations, as well as its expenses and profit.
    e. The prices offered must be inclusive of the duties and taxes payable, and of the contributions, if any, levied under European Union laws on imported products. The prices offered shall be deemed final and shall not be affected by any changes to the aforementioned taxes, duties, and/or contributions.
3. Submission of the Financial Offer in any other way whatsoever will result in its rejection.

4. If the price offered does not result clearly from the Financial Offer, the Tender shall be rejected as inadmissible.

7. CONDUCT OF THE TENDER PROCEDURE

7.1 Opening of Tenders

1. The opening of the tenders submitted in time shall be carried out by authorised persons, after the expiry of the deadline for the submission of tenders as shown in paragraph 2.11.
2. The sub-folder “Technical Part” is opened.
3. Opening of the “Financial offer” Sub-folder shall take place for the Tenders that have not been rejected in the technical evaluation stage.

7.2 Evaluation of Project Team and Technical Tender

1. The Contracting Entity shall proceed with the evaluation of the Technical Offers submitted in order to establish their completeness and determine whether or not they meet the requirements and specifications of the Contract Scope, and shall enter in a special form any Offers which it deems should be rejected, detailing for each one of them the exact grounds for rejection.
2. After the above stage, the Contracting Authority shall proceed to mark the admitted Technical Offers of the Tenders, in accordance with the criteria given in the Table below:

Evaluation Criteria	**Weighting factor (%)**
SECTION A: Approach and Methodology	***60%***
Understanding the requirements of the Contract Scope	***15%***
• Level of understanding of the Project environment (30%)	
• Level of understanding of the targets and identifying critical parameters in achieving them (40%)	
• Level of identifying and hierarchy of risks as well as possible ways of dealing with them (30%)	
Methodologies, support tools and quality assurance	***20%***
• Clarity of the proposed methodology and tools for the completion of the Project (60%)	
• Documentation of the methodology and tools to be used (40%)	
Breakdown of the contract scope into activities and deliverables	***15%***
• Detailed description of the contract activities (60%)	
• Detailed description of the contract deliverables (40%)	
Contract scope implementation schedule	***10%***
• Feasibility and realism of the timetable in respect to the available resources	

Evaluation Criteria	Weighting factor (%)
SECTION B: Project Team	***40%***
Organisational effectiveness of the Project Team	***10%***
• Effectiveness of the proposed organisational structure (organisational chart, management and communication system)	
Clarity of the responsibilities and duties of the experts in relation to the activities of the contract	***15%***
• Proficiency and clarity in defining the responsibilities and tasks of the proposed Project Team in relation to the contract requirements, the proposed organization chart and timetable (30%)	
• Cohesion of the proposed Project Team in relation to the cooperation (temporary or permanent) and the extent of previous collaboration between the members of the Team and the effectiveness of their co-existence in other contracts (30%)	
• Allocation of the necessary resources (man-hours / other experts / supporting tools) for the execution of all activities of the Contract (40%)	
Additional Qualifications and Professional Experience of the Project Team	***15%***
• Qualifications (Specialisation / Master's Degree, PhD, other relevant certifications) (60%)	
• Experience (additional or Special Professional Experience) (40%)	
TOTAL	***100%***

3. Each member of the Evaluation Committee of the Contracting Entity shall mark every criterion by giving an integer mark to it.
4. The mark given to each individual criterion is set to a maximum of 100 points.
5. The mark of each individual criterion shall result from the average of the marks given by the members of the Evaluation Committee of the Contracting Authority, and shall then be weighted using the weighting factor for the particular criterion and rounded to 2 decimal digits.
6. The Technical Offer Mark (TOM) of each Tenderer is obtained by adding the marks of all criteria.

7.3 Evaluation of Financial Offers

1. After completing and ranking the Technical Offers, the Financial Offers Sub-folders are opened and checked.
2. Marking of the Financial Offers of the Tenderers is relative. For each Tenderer, the Total Mark of its Financial Offer (TMFO) shall be calculated as follows:

TMFO = (Financial Offer of Lowest Bidder / Financial Offer of Tenderer) x 100

where the Financial Offer of Lowest Bidder is the lowest Financial Offer admitted to the tender procedure.

7.4 Conclusion of the Evaluation

1. The Final Mark (M) of each Tenderer shall be calculated by applying the following formula:

$$M = (0,40 \times TMFO) + (0,60 \times TOM)$$

2. Tenderers shall be ranked in decreasing order of their Final Mark (M), and the Tenderer with the highest Final Mark shall be appointed Contractor. Tenders obtaining the same Final Mark (M) shall be considered to be equivalent. In such a case, the equivalent Tenders shall be ranked in decreasing order of their Technical Offer Mark (TOM) and the Tender with the highest Technical Mark shall prevail.

7.5 Clarifications on the Tenders

1. The Contracting Entity may, request a Tenderer to provide clarifications regarding the contents of its Tender, throughout the evaluation procedure described in the present article. In such a case, the provision of clarifications is mandatory for the Tenderer and is not considered to be a counter-offer.

2. Where information or documentation to be submitted by economic operators is or appears to be incomplete or erroneous or where specific documents are missing, the Contracting Entity may request the economic operators concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit provided that such requests are made in full compliance with the principles of equal treatment and transparency. Economic operators in this case are obliged, under penalty of disqualification, to supply such missing information within a period of at least ***five (5)*** working days from the day on which they are requested to do so.

8. CONCLUSION OF THE TENDER PROCEDURE

8.1 Award of Contract

1. The Contract is awarded to the Tenderer whose Tender is found, after the conclusion of the evaluation procedure, to be the most economically advantageous tender based on price-quality ratio.

8.2 Notification of the Results of the Tender Procedure

1. The Contracting Entity shall notify the Contractor and all other Tenders in writing about the Award Decision and the non-selected Economic Operators of the decision taken and the reasons thereof.
2. In the case of cancellation of the tender procedure, a relevant written notice shall be sent to all the Tenderers.

8.3 Cancellation of the Tender Procedure

1. The tender procedure may be cancelled before the specified deadline for the submission of Tenders for specific and justified reasons, by decision of the Contracting Entity.
2. Cancellation of the tender procedure after expiry of the deadline for the submission of Tenders may be decided where one or more of the following conditions apply:
    a. When no Tender has been submitted within the specified deadline,
    b. When the terms of the Tender Documents contain terms or technical specifications and it is established that these cannot be meet by any of the Tenderers or that these specifications lead exclusively to a specific economic operator,
    c. When the prices of all Tenders meeting the terms and the technical requirements of the Tender Documents are unrealistic or appear to be the product of collusion between the Tenderers, resulting in the circumvention of healthy competition,
    d. When the circumstances under which the tender procedure was announced have changed to such an extent that the scope of the tender procedure is no longer necessary, or
    e. When there is no approval for additional required budget in the case that the final award amount is expected to exceed the amount originally approved before the call for tender was published, or
    f. In the event of any other serious unforeseeable cause, which the Evaluation Committee of the Contracting Entity deems to be justifiable.

8.4 Drawing up and Signature of the Agreement

1. The Tenderer who has been awarded the Contract is obliged to present himself, within the deadline set in the Letter of Acceptance, for signing the relevant Agreement.

2. In the case where the Tenderer has not presented himself to sign the Agreement, the Contracting Entity has the right to award the Contract to the Tenderer who has submitted the next, as per the ranking of paragraph 7.4(2). This right may be exercised provided that the Tenders are in force during the award procedure.

3. The Tenderer who has been awarded the Contract is obliged to provide the following items:
    a. The authorisation documents for the person who shall sign the Agreement,
    b. The Performance Guarantee for the Contract, the amount of which must cover 5% of the Contract price (Form 4).

4. The stamp duties of the Agreement shall be borne by the Contractor.

PART B: AGREEMENT

RTD TALOS LTD,* a private company registered in Cyprus with registration number HE115315,** having its headquarters in ***Diogenous 1, Block A, 4th floor, Egkomi, 2404 postal, ***Nicosia***, (hereinafter "Contracting Authority")

of the one part,

and

<Business Name or Name and Surname of Contractor>, having its registered office in <**postal address**>, <**name of town/city**> (hereinafter "**Contractor"**), with registration number HE……, legally represented by <**name and surname, capacity**>

of the other part,

Following a tender procedure no. **31072026** for the award of the Contract for **for the SmartGreenEcos Project (A_T_1.2_0526) (Cyprus)**, which was awarded pursuant to the award decision no. <**award decision number**>,

have agreed as follows:

ARTICLE 1: STRUCTURE OF THE CONTRACT

1. It is explicitly agreed that the Contract consists of the following documents, which form integral parts of it:
   a. The present Agreement.
   b. The Tender Documents.
   c. The Contractor's Tender as submitted on ***<date of submission of tender>*** and any correspondence relating thereto between the Contracting Entity and the Contractor.

   In case of differences between the above documents, their provisions shall be applied according to the above order of precedence.

ARTICLE 2: SCOPE

1. The scope of the present Contract is **Provision of Services for Co-design Facilitation and Data Collection for Digital Platforms' e-Services for the SmartGreenEcos Project (A_T_1.2_0526) (Cyprus)**.
2. The Contract Scope to be performed by the Contractor is the one described in the Contractor's Tender dated ***<date of submission of Contractor's tender>*** and in article 3 of Part A of the Invitation by the Contracting Entity.

ARTICLE 3: DATE OF COMMENCEMENT AND PERIOD OF IMPLEMENTATION

1. The date of commencement of the implementation of the Contract Scope shall be the date of signature hereof and the implementation duration shall be ***twenty (20)*** months.

ARTICLE 4: AUTHORISED REPRESENTATIVES – NOTIFICATIONS

1. The Contractor appoints as Manager Mr/Mrs ***<full name>***, who has overall responsibility for the implementation of the Contract Scope and the management of the Project Team.
2. For the purposes of decision-making and of issuing orders to the Contractor, and for managing the Contract in general, the Contracting Entity shall appoint a Project Coordinator, whose appointment shall be notified to the Contractor.
3. Any notice, consent, approval, certificate or decision by any person required under the Contract shall be in writing, unless otherwise specified in the Contract.
4. Any verbal instructions or orders shall take effect as of their transmission and shall be subsequently confirmed in writing.

ARTICLE 5: ASSIGNMENT

1. An assignment is any agreement whereby the Contractor transfers the Contract or part thereof to a third party, and it is not allowed without the prior written consent of the Contracting Entity.
2. Approval of an assignment by the Contracting Entity shall not relieve the Contractor of its obligations for the part of the Contract already executed or for the part not assigned.

ARTICLE 6: SPECIFIC OBLIGATIONS OF THE CONTRACTING AUTHORITY

1. The Contracting Authority shall co-operate with the Contractor and provide, at its disposal, any information and/or documentation which may be relevant to, and required for, the execution of the Contract. Such documents shall be returned to the Contracting Entity at the end of the Contract's execution period.

ARTICLE 7: SPECIFIC OBLIGATIONS OF THE CONTRACTOR – CONFIDENTIALITY

1. The Contractor shall treat all documents and information received in connection with the Contract as private and confidential. Any disclosure of any particulars of the contract shall not be made without the prior consent in writing of the Contracting Entity. If any disagreement arises as to the necessity for any publication or disclosure for the purposes of the Contract, the decision of the Contracting Entity shall be final.
2. In the case of Contracts relating to matters relevant to the processing of personal data, the Contractor warrants that it will respect and comply with all applicable laws and regulations on the protection of individuals with regards to the processing of personal data and that it will assume responsibility and will be able to prove compliance to such laws and regulations. In addition, it will ensure that its personnel and any subcontractors or affiliates and persons under its control will also respect and comply with these laws and regulations. (Relevant is EU Regulation 2016/679 of 27 April 2016 of the European Parliament and of the Council).

ARTICLE 8: OWNERSHIP

1. All Contract deliverables/reports as well as any other document or data compiled or prepared by the Contractor in the execution of the Contract, shall be the absolute property of the Contracting Entity upon completion of the Contract. The Contractor is obliged to deliver all such documents and data to the Contracting Entity. The Contractor may retain copies of such documents and data, but is not allowed to use them for purposes other than the purposes of the Contract.

ARTICLE 9: CONTRACT VALUE

1. The total remuneration of the Contractor is set to the amount of ***……. (xx.xxx)*** Euro, inclusive of the corresponding VAT.
2. The above remuneration is also inclusive of all types of expenses and costs of the Contractor in connection with the implementation of the Contract assigned to it, as well as of all types of deductions and any other charge provided for under the laws of the Republic of Cyprus. The remuneration refers to all services under Article 2 hereof.
3. The agreed amount of €xx.xxx inclusive of VAT is payable, provided that at least 10 SMEs participate in the co-design sessions of Activity 1 organized by the Contractor and 25 SMEs participate in the data collection Activity 2. If the number of participating SMEs is below 10 in Activity 1, the payable amount shall be adjusted proportionately to reflect the actual level of participation and work as explained in Article 10 below. If the number of participating SMEs in Activity 2 is below 25, then the unit price per SME shall be employed.

ARTICLE 10 PAYMENT METHOD

1. Upon commencement of the Contract, the Contractor shall notify in writing to the Contracting Entity the bank account to which it wishes the payments of the Contract Value to be made by completing the Form provided by the Contracting Entity. The Contracting Entity reserves the right to oppose the Contractor's choice of bank account.

2. Payments shall be made in Euro against an invoice, as follows:

   a. An interim payment equal to the offered price for Activity 1 and upon acceptance of the deliverables for Activity 1, namely D1.1, D1.2 and D1.3, as described in Annex 1. Activity 1 shall be performed with at least 10 SMEs. In case, it is performed with less SMEs, the payment shall be adjusted accordingly with minimum payment at 70% of the offered price.

   b. An interim payment equal to the offered price for Activity 2 upon acceptance of the deliverables for Activity 2, namely D2.1 and D2.2, as described in Annex 1. Such interim payment, may be broken down to multiple payments referring to D2.1 and D2.2 completions. The interim payment for D2.1 shall not exceed 20% of the Activity 2 offered price. The interim payment for D2.2 shall be calculated by employing the unit price offered per SME and the SMEs registered to participate in the SmartGreenEcos project.

   c. All aforementioned interim above payments shall be deducted by 5%.

d. The final payment for D3 shall be equal to the sum of the deductions incurred in (a) and (b) in line with (c) above.

ARTICLE 11: MONITORING AND CONTROL OF CONTRACT IMPLEMENTATION

1. Monitoring and control of the implementation hereof, and acceptance of the Contract Scope, is conducted by the Project Coordinator established for this purpose by the Contracting Entity. In this respect, the responsibilities refer to the following:
   a. Prompt provision of directions to the Contractor.
   b. Supervision of the contract, formulation of remarks and objections and acceptance of deliverables, and proposal to the competent bodies concerning the issue of an order for payment of the Contractor.
2. In particular, for the acceptance of the Contractor's deliverables, the Project Coordinator of the Contracting Entity shall examine whether the deliverable was submitted within the corresponding time limit and whether the contents of each deliverable are in compliance with the provisions of Article 2 of the present Contract.
3. Every deliverable shall be deemed to have been finally and unreservedly accepted if, within ***twenty (20)*** days of its delivery to the Contracting Entity, the Project Coordinator has not submitted to the Contractor in writing any suggestions regarding the specifications and conditions of the present Contract.
4. If remarks as above are submitted in writing within the above deadline, the Contractor shall be obliged to take them into consideration and proceed to amend the deliverable as necessary, within ***fifteen (15)*** days of the submission of the relevant remarks, and re-submit the deliverable to the Contracting Entity. The Project Coordinator may respond only in writing, with written remarks concerning the amendment of the deliverable in accordance with its original written suggestions, within ***fifteen (15)*** days of the resubmission of the deliverable. If this deadline elapses, the deliverable shall be deemed finally accepted.
5. The acceptance of each deliverable by the Project Coordinator shall release the Contractor automatically from its corresponding obligation. Acceptance of the final deliverable shall mark the completion of the Contractor's work and shall result in the automatic and implicit acceptance of the Scope hereof.
6. At the latest ***ten (10) days*** before the expiry of the contractual time for submission of the deliverables, the Contractor may request in writing a reasonable extension of the deadline or time of their submission. The application shall be addressed to the Contracting Entity, which must decide thereon before the deadline or submission time for the respective deliverable expires.
7. The deadlines for the submission of the Deliverables may be extended by the Contracting Entity in accordance with the applicable procedures.

ARTICLE 12: PENALTIES FOR DELAY

1. In the event of a delay in the performance of work or in the submission of a Deliverable under the Contract for which the Contractor is responsible, a Penalty for Delivery Delay shall be imposed.
2. Such penalty shall amount to a per cent rate of ***ten per cent (10%)*** of the daily Contract Value of the work or of the deliverable, for every day of delay of delivery.
3. Any penalties imposed by the Contracting Entity in accordance with the above paragraphs shall be withheld from the next payment to the Contractor or, if such payment is insufficient, shall be collected through forfeiture of an equivalent amount of the Performance Guarantee and/or Advance Payment Guarantee.
4. In the event that the delivery periods set have been exceeded and the penalties for delay imposed in connection therewith have reached in total ***ten per cent (10%)*** of the Contract Value, the Contracting Entity may declare the Contractor in default and terminate the Contract, the specific provisions of Article 14 applying.

ARTICLE 13: GUARANTEES

1. As Performance Guarantee of the terms of the Contract, the Contractor has furnished at the time of signature hereof, the Performance Guarantee no. ***<number of guarantee>*** issued by the ***<name of Bank>*** for the amount ***<amount in words (amount in numbers) Euro>.***
2. The Performance Guarantee should remain in force until final acceptance of the deliverables, whereupon it shall be returned to the Contractor by the Contracting Entity.
3. The Performance Guarantee provided for in this article shall cover the faithful application by the Contractor without exception of all the terms of the Contract.
4. The Performance Guarantee shall be issued by financial institutions or other legal persons lawfully operating in Cyprus or in other countries of the European Union (EU) or of the European Economic Area (EEA) or in third countries who have signed and ratified the International Government Procurement Agreement (GPA) or in other countries who have signed and ratified association agreements or bilateral agreements with the EU or with the Republic of Cyprus, and having the right to issue such guarantees in accordance with the legislation of these countries.

ARTICLE 14: TERMINATION OF CONTRACT – SETTLEMENT OF DISPUTES

1. The Contracting Entity may, by written notice to the Contractor, suspend, in whole or in part, the payments due to the Contractor if the Contractor breaches any terms of the Contract or has failed to meet its obligations.
2. If the circumstances mentioned in the above paragraph persist after fourteen (14) days from the date of the notice, then the Contracting Entity shall be entitled, if it so wishes, to terminate the Contract by giving thirty (30) days' notice to the Contractor.
3. Upon receiving notice of termination of the Contract, the Contractor shall take immediate measures to terminate the Contract in such a way as to keep the ensuing costs to a minimum.

4. Upon termination of the Contract, no payment shall be due to the Contractor, except for services performed in a satisfactory manner before the date of termination of the Contract and for services made necessary for the smooth termination of the Contract.
5. In all cases where the Contracting Entity is entitled to compensation, such compensation may be deducted from any amounts due to the Contractor or settled through the Performance Guarantee.
6. Where the established loss to the **Contracting Entity** exceeds the amount of the Performance Guarantee, the Contractor shall be invited, without prejudice to the provisions of paragraph 9 below, cover the loss to the **Contracting Entity** within a fixed deadline.
7. Any dispute which may arise between the parties in connection with the Contract and which can not be settled amicably, shall be settled finally in the Courts of the Republic of Cyprus.

ARTICLE 15: GOVERNING LAW

1. The present Contract shall be governed by and construed according to the laws of the Republic of Cyprus, and shall come under the jurisdiction of the Courts of Cyprus.

ARTICLE 16: AMENDMENTS

1. Any amendment or change hereto may be made only if it shall not substantially impair competition, and shall take place by way of a written agreement of the parties hereto, which shall be attached to the present Contract as an integral part of it.

Drafted in English in three originals, where two originals are intended for the Contracting Entity and one for the Contractor, and signed on ***<day>***, ***<XX/XX/20XX>***.

"place stamp duties here"

For and on behalf of the Contracting Entity:

Witnesses:

Signature: .....

Title: .....

Name: .....

1. Signature: .....

Name: .....

2. Signature: .....

Name: .....

For and on behalf of the Contractor:

Witnesses:

Signature: .....

Title: .....

Name: .....

1. Signature: .....

Name: .....

2. Signature: .....

Name: .....

APPENDIX: TEMPLATES FOR FORMS

CONTENTS OF FORM TEMPLATES

FORM 1: TECHNICAL OFFER

FORM 2: CV

FORM 3: FINANCIAL OFFER

FORM 4: PERFORMANCE GUARANTEE

FORM 1

TECHNICAL OFFER

To:

RTD TALOS LTD

Subject: *Provision of Services for Co-design Facilitation and Data Collection for Digital Platforms' e-Services for the INTERREG NEXT MED SmartGreenEcos Project (A_T_1.2_0526) (Cyprus)*

Tender procedure no.:	31072026
Closing date for the submission of Tenders:	04/09/2026

1. After examining the Tender Documents and after developing a full understanding of the Contract Scope, we, the undersigned, undertake to commence, execute and complete the Contract Scope ***in accordance with the Tender Documents and our attached Technical Offer, and for the price that we state in our Financial Offer****.*

2. Should our tender be accepted, we undertake to commence the execution of the Services on the date of signature of the Contract.

3. We agree that our present Tender shall be valid for a period of time equal to that stated in Article 5 of Part A of the Tender Documents, that it shall bind us and that it may be accepted at any time prior to the expiry of the said period.

Signature of Tenderer or of Tenderer's Representative .....

Name of signatory .....

Identity Card / Passport No. of signatory .....

Capacity of the signatory .....

Details of Tenderer[1]

Name of Tenderer .....

Country of establishment .....

Address..... *P.O. Box* .....

Address for communication (if different) . .....

P.O. Box .....

Contact tel. no. ..... *Contact fax no. .....*

VAT Register No. *.....*

(Country of enrolment on the VAT Register) *.....*

Date *.....*

<u>Witness</u> (Name, Signature and Address)

.....

.....

Note 1: In the case of a consortium of natural and/or legal persons, the details for the consortium and the details of each consortium member must be given.

Note 2: All blank fields must be completed by the Tenderer or by the Tenderer's Representative.

FORM 2

CV

A separate CV (Form 2) shall be submitted for each proposed Key Expert.

Proposed Position in the Project Team:

1. ***Family name:***
2. ***First name:***
3. ***Date of birth:***
4. ***Nationality:***
5. ***Education***

Name of Institution	***Period of Attendance***		***Degree / Certificate acquired***
	From	***To***	

6. ***Languages:*** *Mark 1-5 for competence (1 – excellent, 5 – elementary)*

Language	*Reading*	*Writing*	*Speaking*

7. ***Membership of professional bodies:***
8. ***Other skills:*** (e.g. computer literacy, etc.)
9. ***Present position in the organisation:*** (State the current employment - position in an Enterprise, Public or Private Sector Organisation, activity as freelance professional etc.)
10. ***Key qualifications:*** (State the key qualifications and capabilities of the person as these arise from his professional and other experience to date)

11. ***Professional experience record:***

Company / Organisation	*Period*		*Position*	*Description of Duties**
	From	*To*		

* *Provide a detailed description of duties, so that the relevance to the requested services, and the level of involvement and responsibility, may be established.*

12. ***List of projects similar to the one being put out to tender***

Project title	*Implementation dates (start-completion)*	*Project value*	*Recipient / Contracting Entity*	*Summary description of project*	*Responsibilities – Duties*

13. ***Other related data/information:***

Note: *The Contracting Entity reserves the right to check at any stage of the procedure the correctness of the information supplied in the CV. To this end, the Tenderer must, if so requested, submit the required documentary evidence, as appropriate in each case.*

FORM 3

FINANCIAL OFFER

To:

RTD TALOS LTD

Subject: ***Provision of Services for Co-design Facilitation and Data Collection for Digital Platforms' e-Services for the SmartGreenEcos Project (Cyprus)***

Tender procedure no.:	31072026
Closing date for the submission of tenders:	04/09/2026

1. After examining the terms of the Tender Documents and after developing a full understanding of the contract scope, we the undersigned undertake to commence, execute and complete the scope of the contract, in accordance with the Tender Documents and our Technical Offer, for the total amount of € xx.xxx (…… thousand) Euro), inclusive VAT.

2. The total amount of the offer is analysed in the attached Financial Offer Analysis Table.

3. Should our offer be accepted, we undertake to deposit a Performance Guarantee for the amount and in the format specified in the Tender Documents, and to commence the execution of the Services within the time limits provided for in the conditions of the Agreement and to complete them within the time limits stated in the Tender Documents and our Offer.

4. We agree that our present Offer shall be valid for a period of time equal to that stated in paragraph 2.7 of Part A of the Tender Documents, that it shall bind us and that it may be accepted at any time prior to the expiry of the said period.

5. Until an official Agreement is prepared and signed, our present Offer, together with your written acceptance, shall constitute a binding Contract between us.

FINANCIAL OFFER ANALYSIS TABLE (breakdown per activity)		
Activity	**Description**	**Amount (in EURO) inclusive VAT**
Deliverables D1.1, D1.2 and D1.3	Co-design of Platforms' e-services, as described in Annex 1	
Deliverable D2.1	Data Sets Specifications for all four platforms, as described in Annex 1	
Deliverable D2.2	Collected data and Depository **per SME**, as described in Annex 1	
Deliverable D3	Final Consultancy Report, as described in Annex 1	
Total Financial Offer – Grand Total (in EURO) inclusive VAT	*To calculate Total Financial Offer, assume 10 SMEs participation for D1.2 and 25 SMEs participation for D2.2*	

Signature of Tenderer or
of Tenderer's Representative .....

Name of signatory .....

Identity Card / Passport No. of signatory .....

Capacity of the signatory .....

Date .....

Details of Tenderer[1]

Name of Tenderer .....

Witness (Name, Signature and Address)

.....

.....

Note 1: In the case of a consortium of natural and/or legal persons, the details for the consortium and the details of each consortium member must be given.
Note 2: All blank fields must be completed by the Tenderer or by the Tenderer's Representative

FORM 4

PERFORMANCE GUARANTEE

Expiry date ----------

To

RTD TALOS LTD

(Hereinafter referred to as "the Contracting Entity")

Dear Sirs,

Guarantee no ----------

Contract no ----------

We have been informed that you have entered into a contract with ---------- ---------- (hereinafter referred to as "the Contractor") for ---------- ---------- *(hereinafter referred to as "the Contract"), with contract amount of € ---------- (in words ---------- ---------- Euro) (hereinafter referred to as "the Contract Amount"), and that the terms of the Contact require the provision of a performance guarantee for an amount equal to* ***five percent (5%)*** *of the Contract Amount.*

At the request of the Contractor, we the undersigned bank/credit institution, waiving all rights of objection and defence under the Contract, hereby, irrevocably and without any reference to and notwithstanding any objection by the Contractor, undertake to pay you without delay (and at the latest within 3 working days) any sum or sums not exceeding in total the amount of € ---------- (in words ---------- Euro) (hereinafter referred to as "the Guaranteed Amount"), upon receipt by us of your first demand in writing stating that the Contractor has failed or refused to fulfil or has not fulfilled and/or is in breach of any of his obligations under the Contract and that you claim payment under this Guarantee. The Guaranteed Amount will be reduced by each payment we make as a result of a claim.

2. It is understood that any change, modification, addition or amendment which may be made to the Contract, or any settlement in relation to it, shall not in any way release us from our obligations and liabilities under this guarantee, and we hereby expressly waive our right to consent to or to receive notice, of any such change, modification, addition, amendment or settlement.

3. This Guarantee shall remain in force up to and including the expiry date mentioned above, and any demand from you in respect thereof must be received by us on or before that date (or, if that date is a bank holiday, up to and including the last bank working day before that date). After that date,

and provided that no written demand from you has been received by us by then, this Guarantee shall be deemed to be void, whether it has been returned to us or not.

4. This Guarantee shall be governed by and construed according to the laws of the Republic of Cyprus and shall fall within the jurisdiction of the courts of the Republic of Cyprus.

Sincerely,

[Bank/Credit Institution]
(Signature and stamp)

{ Place stamp duties here }

Date: ……..

ANNEX 1 – Detailed Technical Specifications

SmartGreenEcos - Transforming MED SMEs into active participants of a smart and green ecosystem and enhancing the economic activity of the food industry

INTERREG NEXT MED PROGRAMME 2021- 2027

GRANT CONTRACT: A_T_1.2_0526 – SmartGreenEcos

Specifications for Provision of Services for Co-design Facilitation and Data Collection for Digital Platforms' e-Services

Lead Author: ***Dr. Demetris Eliades,***
RTD TALOS LTD

Reviewed by Dr. Alexandros Michaelides

Deliverable nature	*Tender Specification*
Dissemination level	*PU - Public*
Contractual delivery date	
Actual delivery	
version	

VERSION HISTORY

Version	***Date***	***Editors***	***Description***
0.1	*01/07/2026*	*D. E. Eliades*	*First Draft*
0.2	*08/07/2026*	*D. E. Eliades*	*Revision, some additions, schedule and dates changes*
0.3	*24/07/2026*	*D. E. Eliades*	*Corrections and focus on Annex 1*
0.4	*28/07/2026*	*A. Michaelides*	*Final Revision*

ABSTRACT

This document defines the technical specifications for selecting a service provider for the Provision of Services for Co-design Facilitation and Data Collection for Digital Platforms' e-Services, whether a single entity or a consortium. The provider will support the implementation of SmartGreenEcos activities in Cyprus, and will coordinate with the Cyprus lead partner RTD TALOS LTD.

PUBLISHABLE SUMMARY

The document describes the work tasks of the Business Process Analyst and Data Analysis Experts to work closely with RTD TALOS LTD, in order to achieve project's Deliverables related to Work Packages 3.

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THE SMARTGREENECOS PROJECT

Building Smart Green SME Ecosystem (SmartGreenEcos): Transforming MED SMEs into active participants of a smart and green ecosystem and enhancing the economic activity of the food industry.

SmartGreenEcos is an INTERREG NEXT MED funded project and aims to create a Mediterranean food industry ecosystem comprising 100 SMEs to foster collaboration and facilitate digital and green transitions, aligning with three main EU policies: industrial strategy and ecosystems development, digital transition, and green transition. It includes four implementations: (i) set up the SME ecosystem, (ii) develop services and collaborative platforms for digital and green practices, (iii) usage of these services by 100 SMEs, and (iv) ensure the ecosystem's sustainability and scale-up to all MED countries.

The project addresses growth challenges in the MED food industry. It promotes ecosystem development, collaboration, and supply chains among SMEs in MED countries. Additionally, it advances the digital and green transition of SMEs through data awareness, benchmarking, learning, capacity building, and collaborative new product development.

The 100 SMEs will be selected equally from Cyprus, Greece, Jordan and Tunisia in collaboration with the project's partners Aristotle University – URENIO, IWTD and the University of Carthage, respectively and RTD TALOS LTD is the lead partner of the project. For further information regarding the SmartGreenEcos project visit About - Building Smart Green SME Ecosystem: Transforming MED SMEs into active participants of a smart and green ecosystem and enhancing the economic activity of the food industry - Interreg NEXT MED.

In Cyprus 22 SMEs of the Dairy Products Industry (NACE Rev.2 Code 10.5) shall be selected through an Open Call under the SmartGreenEcos project, with support from the Contractor, and another 3 SMEs from the upstream (milk suppliers and others such as packaging, production machinery, automation equipment and systems) and downstream (distributors such as B2B agents, advertisers) ecosystem. An additional 2 SMEs shall be also selected to ensure that a total of 25 SMEs will be part of the project throughout its duration.

SmartGreenEcos will develop an SMEs ecosystem around 4 Platforms with respective e-services as follows:

- Data-Benchmarking-Optimisation Platform, to be developed by AUTH-URENIO, partner in Greece
- Learning and Capacity-Building Platform, to be developed by IWDT, partner in Jordan
- Digital Procurement Platform, to be developed by TALOS, lead partner in Cyprus
- Innovation and Collaboration Platform, to be developed by UCAR, partner in Tunisia

A. WHAT IS REQUIRED BY THE BUSINESS PROCESS ANALYST AND DATA EXPERT ANALYST

Objective

The objective of these Services is to support the design, validation and configuration of selected digital platforms' e-services through stakeholder and end-users' engagement, structured data collection, analysis and preparation of information in formats required by the target digital platforms.

The Consultant shall work closely with the Contracting Authority and relevant SMEs to ensure that the proposed four Platforms' e-services accurately reflect user needs, operational requirements and platform specifications. Thereafter, the Consultant shall amend the functional specification of the e-procurement / e-commerce platform and shall collect data from the 25 SMEs in Cyprus for all 4 platforms developed by the SmartGreenEcos project. The assignment shall commence upon contract

signature and shall remain in force until all agreed Deliverables have been completed and accepted by the Contracting Authority, but in any event no later than 16/05/2028

A1. Scope of Services

The Consultant shall undertake the following activities.

Activity 1 – Platforms' e-services Co-design

Refers to the planning and facilitation of Co-design Sessions with selected SMEs in Cyprus, which may be in the form of one-to-one interviews, workshops, focus groups and or questionnaires.

The Consultant shall:

- Review (a) the available functional specifications of all 4 Platforms and their corresponding e-services as well as their high level infrastructure, operational workflow and processes and (b) the already prepared questionnaires and any other supporting documentation related to the needs of the SMEs.
- Prepare a facilitation methodology and meeting agenda for stakeholders' and end-users' engagement.
- Organise, coordinate and facilitate Co-design Sessions with selected SMEs and other relevant stakeholders.
- During these sessions, encourage structured discussions by:
  - presenting the 4 Platforms and their proposed e-services / functionalities
  - utilizing the prepared questionnaires regarding the proposed e-services; If needed adjust questionnaires to cover aspects under discussion
  - Preparing an extra questionnaire per Platform to research issues not included in the prepared questionnaires
  - identifying any missing e-services and opportunities for additional digital services;
  - identifying data formats and availabilities
  - recognizing implementation conditions and or obstacles, and
  - clearly defining end-users' expectations, business value and priorities.

- Present a re-design of the functional specifications of the Platforms' e-services provided based on the findings of the above Co-design Sessions as well as any implications on the Platforms high level architecture.
  - Produce structured and uniform documentation presenting the findings of each session and research tool employed for each Platform using a consistent reporting format developed by the Consultant and approved by the Contractor.

Upon coordination with the Contractor, the final e-services hierarchies will be identified with at least two e-services selected for each of the four platforms. Commonalities, differences as well as technical capability within project scope to respond to requirements must be considered for a viable offering.

Activity 2 – Data Collection, Analysis and Platform Onboarding / Preparation

The data to be collected per SME can be the following but not limited to:

- commercial identity and contacts details
- financial results
- environmental practices implemented

- Innovation activities
- Strategic rationale
- digitalization actions and needs

The Consultant shall:

• Identify all information required for the implementation of the selected approved 4 Platforms' e-services.

• Collect quantitative and qualitative information from SMEs and other authorised sources if need to.

• Validate, clean/curate and filter collected information to ensure completeness, consistency and quality.

• Where necessary, perform desk research to complement missing or incomplete information.

• Analyse the collected information and transform it into the formats required by the targeted digital platforms for onboarding any approved changes

- Prepare structured datasets, templates and supporting documentation suitable for direct platform and relevant databases configuration.

• Enter or upload the required information into the designated platforms, as and if requested by the Contracting Authority.

• Deliver all collected and processed information in an organised and reusable electronic format.

- Full documentation of all tasks performed to collect, clean, curate, normalize, format and prepare for onboarding data is expected by the Consultant.

The data collection activity will begin immediately after the co-design sessions activity is completed and will run in parallel with the software development by 3rd parties. It is envisaged that most of the data collection activity will be completed soon after the software development is completed envisaged end of May 2027, and onboarding of such data will begin in cooperation with the software development 3rd parties, thereafter.

A2. The Contractor will provide:

- Functional specifications of the e-services per each of the four platforms.
- Existing questionnaires to reflect the end-users' opinion about proposed e-services per platform.
- Access to the digital platform(s) with required credentials when the latter are developed
- Contact details of participating SMEs and facilitate introductions.
- Any other existing documentation.
- Templates, if any.
- Final approval of the Deliverables

A3. Deliverables

The Consultant shall provide:

Activity 1 - Platforms' e-services Co-design

Deliverable 1.1 Methodology and Schedule for Co-design Sessions / Research Tools Application (Expected completion: Week 2 after signing)

Including:

- stakeholder and end-users engagement approach;
- meetings schedule;
- agendas;

- facilitation methodology
  - Application of research tools.
  - Extra questionnaire design and application

Deliverable 1.2 Co-design Session / Research Tools Application Reports (Expected completion: Week 6 after signing)

Including:

- participants;
- discussion summary;
- identified requirements;
- recommendations;
- identified additional service opportunities.

Deliverable 1.3 Functional Specifications Re-Design Recommendations and Revised Functional Specifications for the 4 Platforms (Expected completion: Month 2 after signing)

Including:

- Functional specifications re-design recommendation per Platforms' e-services;
- Additional e-services recommended

Activity 2 - Data Collection, Analysis and Platform Onboarding / Preparation

Deliverable 2.1 Structured Data Sets Specifications for all Platforms' e-services and Methodology for collecting, curating, formatting data sets (Expected completion: Month 3 after signing)

Including:

- collected datasets for approved services;
- data sources and syntax;
- validation and quality checks;
- assumptions made;
- identified data gaps.

Deliverable 2.2 Collected Data and Depository (Expected completion: Month 6 after signing)

Including:

- data converted into platform-compatible formats;
- completed templates;
- uploaded information and or depository;
- documentation describing the mapping between source information and platform fields.

Deliverable 3 Final Consultancy Report (Expected completion: Month 7 after signing)

Including:

- summary of activities;
- methodology applied;
- findings;
- recommendations;
- lessons learned;
- outstanding issues requiring future attention.

A4. Data Protection and Ethical Considerations

The Consultant shall:

- comply with all applicable data protection legislation, including the General Data Protection Regulation (GDPR), if personal data collected and where applicable;
- ensure confidentiality of all information obtained during stakeholder and end-users consultations;
- process personal or sensitive information only where authorised by the Contracting Authority;
- apply appropriate ethical principles during stakeholder and end-users' engagement, including transparency, informed participation and respect for confidentiality;
- securely manage all project information and transfer all collected material to the Contracting Authority upon completion of the assignment.
- The Consultant shall perform all services and develop deliverables in strict confidence and shall sign a separate Non-Disclosure-Agreement for this purpose.

A5. Quality Requirements

The Consultant shall ensure that:

- all Deliverables follow a consistent structure and presentation format;
- findings are evidence-based and clearly referenced where external sources have been used;
- all recommendations are relevant, practical and clearly justified;
- information submitted is complete, accurate and suitable for immediate use by the Contracting Authority;
- reports are written in clear professional English and are suitable for technical and non-technical audiences.
- The Consultant shall maintain regular communication with the Contracting Authority and provide short progress updates at agreed intervals. Meetings may be held remotely or in person, as required.
- All materials and events must comply with Interreg NEXT MED and EU visibility requirements, including the EU emblem and mandatory funding statements on invitations, presentations, signage, and digital content, as guided by the Contracting Authority.

A6. Methodology

The Consultant is expected to adopt an iterative and collaborative approach consisting of:

1. Review of project documentation as necessary.
2. Stakeholder and end-users mapping and engagement.
3. Co-design workshops and interviews.
4. Revision of Functional Specifications
5. Data collection and validation.
6. Research where additional evidence is required.
7. Data transformation and platform preparation.
8. Preparation of structured Deliverables.
9. Presentation of findings and final recommendations.

A7. Ownership of Deliverables

All reports, datasets, templates, documentation, workshop Deliverables and other materials produced under this consultancy shall become the property of the Contracting Authority. The Consultant shall provide all editable source files upon completion of the assignment.

A8. Acceptance Criteria

Each Deliverable shall be reviewed and accepted by the Contracting Authority based on the following criteria:

General Criteria

- Deliverables are complete, accurate and submitted within the agreed timeframe.
- Information is presented in a clear, logical and consistent structure.
- Deliverables are provided in editable electronic formats as requested by the Contracting Authority.
- Findings and recommendations are supported by evidence obtained through stakeholder consultation and/or desk research.
- All comments received during review processes have been adequately addressed.

Co-design Deliverables

Acceptance will be based on confirmation that:

- all planned stakeholder engagement sessions have been conducted;
- meeting reports accurately capture discussions, decisions and recommendations;
- identified requirements and proposed improvements are clearly documented;
- opportunities for additional e-services, where identified, are recorded and justified.

Data Collection Deliverables

Acceptance will be based on confirmation that:

- collected data are complete, validated and appropriately documented;
- data have been filtered and transformed into the formats required by the target platforms;
- datasets are internally consistent and suitable for direct use;
- assumptions, limitations and any remaining data gaps are clearly identified.

A9. Final Report

The Final Report shall be accepted once it:

- provides a comprehensive summary of all activities undertaken;
- consolidates the findings from stakeholder engagement and data analysis;
- includes clear conclusions and practical recommendations;
- incorporates all comments provided by the Contracting Authority during the review process.

B. QUALIFICATIONS REQUIRED

Key personnel

Key Expert 1: Business Process Analyst

Qualifications and skills

- Minimum Master's degree (or equivalent) in a relevant field. Relevant degrees include but are not limited to Project Management, Business Administration, Data Analytics, and Information Systems Studies.
- A certification in project management such as PMP or PRINCE 2 shall be regarded as an advantage.
- Strong organisational and analytical skills and proven ability to communicate effectively with technical and non-technical stakeholders. Organizational skills to manage multiple assignments with attention to detail and ability to prepare reports and present findings.
- Ability to translate user and business processes requirements into functional and non-functional system requirements with business process modelling and workflow analysis.

- Excellent command of English and Greek (written and spoken).

General professional experience

- At least three (3) years of experience in business process analysis and consulting, project management and planning or related field.

Specific professional experience

- Proven experience in gathering business requirements, business process analysis and translating into functional and technical specifications in the last five (5) years. Worked on at least two projects with minimum value 10.000EUR each during the last 5 years.

Key Expert 2: Data Analyst

Qualifications and skills

- Minimum Master's degree (or equivalent) in a relevant field. Relevant degrees include, but are not limited to, Business Process Analysis, Data Science, Statistics, Information Systems and Computer Science.
- Ability to design and implement data collection and validation methodologies, metadata management, data integration and statistical analysis.
- Strong analytical thinking and numerical skills, ability to translate data into actionable recommendations, ability to prepare reports and present findings
- Excellent command of English and Greek (written and spoken).

General professional experience

- At least three (3) years of demonstrated experience in data collection, cleansing/curation, normalisation, formatting, analysis and management, statistics or related field.

Specific professional experience

- Proven experience in managing datasets from multiple sources, defining data standards and metadata and relating data analysis to digital transformation requirements in the last five (5) years. Worked on at least two projects with minimum value 10.000EUR each during the last 5 years.

C. PROJECT MILESTONES AND SCHEDULE

The contract duration shall last until all agreed Deliverables have been completed and accepted by the Contracting Authority, but in any event no later than the end of the Project i.e. 16/05/2028 The service provider shall also submit brief bi-weekly progress updates and shall attend coordination meetings as requested by RTD TALOS LTD.

The above-mentioned deliverables must be completed and delivered to RTD TALOS LTD according to the schedule mentioned in sections A.3 above.