RTD Talos

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NEXT MED

SmartGreenEcos

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

Questions and Answers No.1

Tender procedure No.: 01082026

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

Nicosia, 24/08/2026

The following clarifications are provided in response to questions received from tenderers regarding the tender requirements. They are shared with all participating tenderers to ensure a common understanding and equal access to information.

These responses clarify the Tender Documents and should be read together with the Invitation to Tender, Part A – Instructions to Tenderers, Part B – Contract and Special Conditions, Annex 1 – Technical Specifications, and the prescribed Tender Forms.

Question 1: In the attached Tender Forms, the submission is structured into three parts: Part A – Administrative, Part B – Technical Offer and Part C – Financial Offer. However, the invitation email requests two files: the Technical Offer and the Financial Offer. Could you please confirm whether Part A should be included within the Technical Offer file, or if it is not required at this stage?

Answer: Part A – Administrative is required at the tender submission stage and must not be omitted. For electronic submission, tenderers may submit a single combined file containing Part A – Administrative and Part B – Technical Offer, provided that the two parts are clearly identified and separated within that file. Part C – Financial Offer must be submitted as a separate file and must not appear anywhere in the combined Administrative and Technical Offer file.

The prescribed Tender Forms should also be submitted in their original editable format, where provided. The applicable allocation is:

- Form 1 belongs in Part A – Administrative.
- Forms 2, 3 and 4 belong in Part B – Technical Offer.
- Form 5 must be submitted separately in Part C – Financial Offer.

Accordingly, the reference in the invitation email to two principal files should be understood as: (1) a combined Administrative and Technical Offer file; and (2) a separate Financial Offer file, together with the prescribed editable forms where provided.

Question 2: Could you please indicate the expected level of integration and data exchange between Platform 3 and Platforms 1, 2 and 4? We understand that Platform 3 is also expected to integrate with the back-office platform being developed by IWDT.

Answer: Platform 3 is expected to integrate with Platforms 1, 2 and 4, and the back-office platform being developed by IWDT. The purpose is to support a connected SmartGreenEcos ecosystem; it does not require the Platform 3 contractor to develop or modify the other platforms.

The detailed interfaces and data exchanges will be finalized jointly during the design and early integration-planning phase through the Integration Control Document. The anticipated integration areas include, where applicable:

- common identity management and Single Sign-On;
- tenant, user and authorization information;
- product, supplier, buyer, RFQ and order-related data;
- permissioned KPI and analytics exports;
- training-related triggers or links involving Platform 2;
- product-development or Bill of Materials inputs involving Platform 4;
- events, webhooks and integration-health information; and
- data and administrative exchanges with the IWDT back-office platform.

Integration should use documented APIs, data schemas, events/webhooks and agreed authentication mechanisms. It is not intended to involve unrestricted access to, or duplication of, the internal databases or internal business logic of the other platforms.

Each platform owner and or its software developer contractor will be responsible for implementing the interfaces on its own side. The Platform 3 contractor will contribute to the definition of the common interfaces; implement Platform 3-side APIs, imports, exports, webhooks and logs; provide mock services and representative test data where required; document the Platform 3 interfaces; and participate in cross-platform integration testing and provide the corresponding evidence.

Question 3: Could you please provide an indication of the expected size and complexity of Platforms 1, 2 and 4 compared with Platform 3, particularly regarding the required testing services?

Answer: Platforms 1, 2 and 4 are separate platforms with different functional purposes and should not be assumed to be equivalent in size or complexity to Platform 3. Platform 3 is expected to be the more transaction-intensive platform because it contains procurement, sourcing, ordering, fulfilment and B2B marketplace workflows.

For tender-estimation purposes, the required services for Platforms 1, 2 and 4 should be treated as bounded supporting testing services rather than full software quality-assurance responsibility for those platforms.

For each of Platforms 1, 2 and 4, the Platform 3 contractor is expected to undertake:

- professional black-box testing against the test scenarios, user guidance and acceptance criteria made available by the relevant platform owner;
- testing of the principal user journeys, usability and relevant cross-platform touchpoints;
- recording and classification of identified issues;
- coordination and support of the assigned Cypriot SMEs in conducting end-user testing;
- collection and consolidation of SME feedback; and
- preparation of two reports per platform: one professional testing report and one end-user testing report.

The Platform 3 contractor is not expected to conduct source-code or internal technical testing of Platforms 1, 2 and 4; assume responsibility for their complete internal QA processes; correct defects in those platforms; undertake their security or load testing unless separately agreed; or perform unlimited regression-testing cycles.

The owners or developers of Platforms 1, 2 and 4 remain responsible for correcting defects in their respective platforms. Reasonable retesting of reported defects may be required to confirm their resolution within the agreed testing period.

Question 4: Could you please confirm that the project will provide the common infrastructure layer described in the specifications, with the Platform 3 contractor responsible only for integrating with it rather than developing that infrastructure?

Answer: Confirmed, subject to the following distinction. The project will provide or coordinate the common SmartGreenEcos ecosystem infrastructure, including the common Identity and Access Management/Single Sign-On service, API gateway, event and data-exchange mechanisms, shared analytics services, shared observability, configuration and audit services, and the IWDT back-office platform.

The Platform 3 contractor is responsible for integrating Platform 3 with these common services through the jointly agreed interfaces. The contractor is not responsible for developing the common infrastructure for the entire SmartGreenEcos ecosystem or for developing the IWDT back-office platform.

However, the Platform 3 contractor remains responsible for the infrastructure and technical components specifically required to develop, host, test, deploy and operate Platform 3 during the Contract, including:

- Platform 3 development, staging/UAT and production environments;
- its application services, databases, storage and search components;
- containerization and deployment configuration;
- Platform 3 infrastructure-as-code and deployment scripts;
- backups, monitoring and operational configuration applicable to Platform 3; and
- any Platform 3-side adapters or integration components required to connect to the common infrastructure.

Where a common ecosystem service is not yet operational at the relevant development stage, the parties may use agreed mock services or sandbox interfaces so that Platform 3 development and testing can proceed.