European Stability Mechanism

Request for Proposal

Ref. No.: PRC0004080

Title: Provision of website services

14/10/2026

Contents

1 Introduction 4
1.1 The European Stability Mechanism 4
1.2 Overview of this RFP 4
1.3 Overview of the Procurement Requirement 4
2 RFP Content 5
3 The RFP Process 5
3.1. Type of Procurement Procedure 5
3.2. Eligibility, Exclusion, Selection and Award Criteria 6
3.3. The ESM Contact Details 7
3.4. Clarifications of the RFP 8
3.5. Presentations 8
3.6. Due Diligence Elements 8
3.7. Negotiations 8
3.8. Notification of the ESM's decision 9
3.9. Contract Terms and Conditions 9
4 Terms and Conditions of the RFP 9
4.1 Rights of the ESM 9
4.2 Cost of Participating in the Procurement Process 10
4.3 Materials and Documents 10
4.4 Validity of the Proposal 10
4.5 Compliance with Law 10
4.6 Trade Name, Logo and Marks 11
4.7 Confidentiality 11
4.8 Involvement of/Reliance on Third Parties 11
4.9 Transfer of Undertakings 13
4.10 Use of Artificial Intelligence (AI) in preparation of proposals 13
5 Structure of the Proposal 14
6 Submission of the Proposal 15
Annex 1 Terms of Reference 16
See attached 16
Annex 2 Eligibility, Exclusion Criteria, and other required information and documents 16
Annex 3 Selection and Award criteria 17
See attached 17
Annex 4 Service Level Agreement 17
See attached 17
Annex 5 Commercial Response template 17

Annex 6 Draft Agreement 18
See attached 18

1 Introduction

1.1 The European Stability Mechanism

The European Stability Mechanism ("**ESM**") is a permanent crisis resolution mechanism established by the euro area Member States as an intergovernmental organisation under public international law. Its purpose is to ensure the financial stability of the euro area as a whole, and of its Member States experiencing severe financing problems, by providing financial assistance through a number of instruments.

More background information about the ESM may be found on the website: www.esm.europa.eu.

Neither Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 nor Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 (as amended) apply to the ESM. The ESM procures supplies, services and works on its own behalf and for its own account pursuant to the ESM Procurement Policy as published on the ESM website. Please refer to the ESM website for more information.

1.2 Overview of this RFP

This Request for Proposal ("**RFP**") sets out the procurement requirement and procurement process of the ESM that parties are invited to respond to. The agreement to be awarded as a result of this procurement process ("**Agreement**" or "**Contract**") will be awarded to the Candidate whose Proposal best meets the award criteria. The Agreement will include the requirements and obligations set out in the Terms of Reference, enclosed as Annex 1, and those set out in Annex 4 of this RFP as potentially adapted and agreed, if required, between the selected Candidate and the ESM during the course of this procurement procedure.

For the purposes of this RFP, candidates who wish to participate in this procurement process are referred to as "**Candidate**" or "**Candidates**" and their response is referred to as a "**Proposal**" or "**Proposals**".

Unless otherwise defined in this RFP, all capitalised terms used in this RFP have the meanings ascribed to them in the ESM Procurement Policy.

1.3 Overview of the Procurement Requirement

The ESM intends to conclude a single Agreement for the provision of the services with a single service provider ("**Service Provider**") to support the service needs of the ESM as further detailed in the Terms of Reference provided in Annex 1 of this RFP ("**Services**").

The ESM's official working language is English and the Services must be provided in English.

The Agreement will be awarded for a four (4) and half year term.

2 RFP Content

The RFP package consists of the following documents:

No.	Document Title	Comment
1.	Request for Proposal – Core Document	This document
	Annexes	
2.	Annex 1 – Terms of Reference (including Appendix 1 and Appendix 2)	Below
3.	Annex 2 – Section 1: Declaration on the Eligibility / Non-Collusion Declaration, Annex 2 – Section 2: Section 3: Cover Certification Form / Consortium / Subcontractor letter	Attached
4.	Annex 3 – Selection and Award Criteria and response elements	Below
5.	Annex 4 – Service level Agreement	Attached
6.	Annex 5 – Commercial Response Annex	Attached
7.	Annex 6 – ESM Draft Agreement	Attached

3 The RFP Process

3.1. Type of Procurement Procedure

This procurement process is carried out by the ESM under a Negotiated Procedure with Full Publication in accordance with Article 9.1 (3) and Article 3 (6) of Annex 4 of the ESM Procurement Policy and is referred to in this RFP as a procurement process or a procurement procedure. Procurement Process Steps and Timelines

The ESM plans to carry out the procurement process in accordance with the steps defined in the table below. The ESM reserves, at its sole discretion, the right to vary the steps and timelines.

No.	Procurement Process Steps	Timeline
1.	**Publication of the Contract Notice and the RFP**	**14/10/2026**

No.	Procurement Process Steps	Timeline
2.	**Deadline for submission of clarifications/questions on the Contract Notice and the RFP (via the ESM Procurement tool)** **including any questions or change proposals to the ESM Draft Agreement in line with Section 3.9 of the RFP)**	**28/10/2026** 11:00 hrs (local Luxembourg time)
3.	**Response to the clarifications/questions on the Contract Notice and the RFP (via the ESM Procurement tool)**	**Regularly**
4.	**Deadline for submission of Proposals (via the ESM Procurement tool)**	**23/11/2026** 11:00 hrs (local Luxembourg time)
5.	**Presentations**	**07/12/2026 to 11/12/2026**
6.	**Target notification date of the ESM's decision to advance/not advance the Candidate's Proposal**	**11/01/2027**
7.	**Negotiations completed (if applicable)**	**15/01/2027**
8.	**Agreement's target commencement date**	**01/03/2027**

3.2. Eligibility, Exclusion, Selection and Award Criteria

In order to be eligible to participate in this procurement process, Candidates must be natural or legal persons and state that they are not subject to any of the exclusion situations listed in the declarations included in Annex 2 Section 1. If such circumstances arise in the course of the procurement process, the Candidate concerned must inform the ESM without undue delay.

Candidates may submit, and if requested by the ESM will submit, evidence to demonstrate their eligibility despite the existence of grounds for exclusion. The ESM may, in its sole discretion, decide whether such evidence is satisfactory.

Candidates must comply with all eligibility and exclusion criteria to be assessed further.

ELIGIBILITY AND EXCLUSION CRITERIA – elements of the evaluation		
Eligibility and Exclusion Criteria	Duly executed declarations as requested in Annex 2 Section 1	Pass / Fail

In order to assess a Candidate's capacity to perform the contract the ESM will apply the following selection criteria (full information can be found in Annex 3 Section 1).

In the event that the Candidate submits a Proposal together with a third party/-ies and/or with sub-contractor(s), the combined capacities of the Candidate and all such third party/-ies and/or subcontractor(s)will be assessed for the purpose of meeting the selection criteria.

SELECTION CRITERIA – elements of the evaluation		
Selection Criteria	Economic and financial standing	Pass / Fail
	Technical or professional ability	Pass / Fail
	Authorisation and suitability to carry out the relevant professional activity	Pass / Fail

Candidates must achieve "pass" for all "pass/fail" criteria and must comply with all eligibility, exclusion and selection criteria to be assessed further.

The Proposals submitted by the Candidates will be evaluated, in accordance with the following award Criteria (further detailed in Annex 3 section 2 and Annex 5) using both the written proposals and the presentation.

AWARD CRITERIA			
QUALITY	**70%**	**PRICE**	**30%**
Transition and migration	15%	Price	30%
Ongoing Services	45%		
Presentation of Case Study: ESM mock Website	10%		
Score available	**70%**		**30%**
Total Score 100%			

Technical proposals of Candidates that receive less than 50% of the maximum available score for the technical award criteria (70 points) shall be considered of insufficient quality and shall not proceed to the financial evaluation stage.

The Candidates' Commercial response will be evaluated according to the following formula:

$$\text{Candidate's Commercial Score} = \frac{\text{Lowest offered Estimated total cost}}{\text{Candidate's Proposed Estimated total cost}} * \text{Maximum Price score (i.e. 30)}$$

To determine the final score, the Candidates' score for quality will be combined with their respective score for their Commercial Response and the Contract will be awarded to the Candidate whose Proposal best meets the quality/price ratio.

3.3. The ESM Contact Details

All communications must be done via the **ESM Procurement tool**. Only in case **the ESM Procurement tool** does not work, candidates will be allowed to contact ESM directly via the following email address: procurement@esm.europa.eu
Attention: Dr. Asta Gerhardt

The ESM will not be bound by and the Candidate agrees not to rely upon any written or verbal statements or representations of any other persons, whether employed by the ESM or not.

3.4. Clarifications of the RFP

The process for clarifications pertaining to this RFP will be as follows:

a) Queries can be raised via the **ESM Procurement tool**.
b) Queries can be raised on any matter in this RFP, including the Annexes. However, the ESM reserves the right not to answer any particular query.
c) The ESM will endeavour to respond to all queries and issue responses in a timely and professional manner. The ESM reserves the right not to answer any queries received after the deadline for submission of the queries has passed.
d) Subject to point e) below, responses to the queries will be published on the **ESM Procurement tool** if they are of relevance to all of Candidates.
e) If the ESM receives a query from a Candidate which, in the sole discretion of the ESM, constitutes a query relevant to that Candidate only, the ESM will provide response to that Candidate only.

3.5. Presentations

The candidates meeting the minimum quality threshold provided in Section 3.2 will be invited to present their case study and their proposal to the ESM.

The ESM will coordinate the schedule of presentations promptly after the release of the RFP. These will likely occur via video conference. The Candidates should ensure that qualified personnel are available during this period to present the case study and to answer questions from the ESM. Presentations are anticipated to take place over one hour.

The ESM envisages to schedule the presentations between the 07/12/26 and 11/12/26. The ESM will contact the Candidates to arrange the meetings.

Note that no pricing information can be disclosed or discussed during the presentations.

3.6. Due Diligence Elements

In order to further ascertain the viability and acceptability of the proposal and of the Candidate, the ESM, in its sole discretion acting reasonably, reserves the right to request the preferred Candidate, and in responding to this RFP the Candidates agree to provide, make available, or facilitate verification of any information certified by the Candidate and any information the ESM deems necessary to assess any potential risks related to data protection, data location, IT security, information security and legal and regulatory matters. The ESM will review this information and assess its correctness and level of risk. In case the ESM deems, in its sole discretion acting reasonably, the level of risk as too high, the Candidate will be excluded from the procurement procedure.

3.7. Negotiations

The ESM conducts negotiations in accordance with the ESM Procurement Policy, ensuring equal treatment of all Candidates invited to participate in the negotiations.

By submitting a written proposal to this Request for Proposal, the Candidates commit themselves to respond in a timely manner to any negotiation request made by the ESM, ensure any new Proposal submitted during negotiations is more beneficial to the ESM than the previous one and acknowledge that any new Proposal submitted is legally binding for the Candidate the same as the original Proposal submitted in response to this Request for Proposal. At a minimum, for all Candidates advancing to the final evaluation stage, the ESM will request a best and final Commercial Response before determining the Candidate whose Proposal has the best price-quality ratio.

3.8. Notification of the ESM's decision

The ESM will notify in writing via the **ESM Procurement tool** its decision to advance or not advance the Candidate's Proposal. The notification is sent by electronic means at least fifteen (15) business days prior to the signing of the Agreement by the ESM. The Candidates whose Proposal did not advance can request, in accordance with the ESM Procurement Policy and timelines set within and in the ESM notification, a de-brief addressing the reasons for not advancing their Proposal. The de-brief will be limited to the reasons related to the unsuccessful Candidate's Proposal and will not cover any information about other Candidates' Proposals.

3.9. Contract Terms and Conditions

The ESM agreement enclosed as Annex 6 to this RFP ("**ESM Agreement**") will form the agreement between the ESM and the selected Candidate. The ESM views the ESM Agreement to be fair and balanced and expects that Candidates will agree to it without reservation. By submitting a Proposal, Candidates accept the ESM Agreement without reservation and acknowledge that none of their own agreements, contracts or terms and conditions will apply.

If Candidates would like to propose any changes to the ESM Agreement they must provide, for each proposed change, a counter-proposal and a clear explanation why they consider the proposed change necessary as part of their Proposal by the deadline for the submission of Proposals. The ESM will not accept any change requests received after the deadline for submission of Proposals. The ESM will also not accept any substantial revisions/redrafting of the ESM Agreement. Any potential changes to the ESM Agreement, if at all possible and agreeable to the ESM, will be minimal in order to ensure equal treatment of all Candidates. For the avoidance of doubt, the ESM is not obliged to make any changes to the ESM Draft Agreement. In case the ESM deems, in its sole discretion acting reasonably, that the Candidate's change requests are not acceptable and the contract negotiations have failed, the Candidate will be excluded from the procurement procedure.

4 Terms and Conditions of the RFP

4.1 Rights of the ESM

By submitting a Proposal, Candidates confirm that they have taken note and accepted all terms and conditions of this RFP.

The ESM reserves the right, at its sole discretion and in exceptional circumstances, to accept Proposals received after the deadline for submission of Proposals.

After the ESM opens Proposals, it may request Candidates to submit, supplement, clarify or complete information or documentation which is or appears missing, incomplete, inconsistent or erroneous

within an appropriate time limit. The ESM reserves the right at its sole discretion to reject from further consideration any such Proposal.

The ESM reserves the right to request that Candidates provide documentary evidence in support of the statements made in their Proposal.

Any effort by the Candidate to influence the ESM in the process of examination, evaluation and comparison of Proposals may result in the rejection of the Candidate's Proposal.

The ESM may decide, at its sole discretion while respecting the general principles set forth in the ESM Procurement Policy, to cancel this procurement process in whole or in part at any time before the Agreement is signed. The cancellation does not give rise to any form of compensation for Candidates.

The ESM will ensure that the information provided by Candidates is treated and stored in accordance with the principles of confidentiality and integrity.

The ESM reserves the right at its sole discretion to disclose the contents of Proposals to its third party advisors (if applicable) who are bound by the same confidentiality and integrity obligations as the ESM.

If the ESM discovers, before the expiry of the deadline for submissions of Proposals, a lack of precision, an omission or any other type of error in this RFP, it will rectify the error and inform all Candidates in writing via the **ESM Procurement tool**.

4.2 Cost of Participating in the Procurement Process

All costs relating to the participation in this procurement process, including in particular any costs in relation to the attendance at Presentations and of any other documents requested by the ESM and any subsequent follow-up will be borne exclusively by Candidates.

4.3 Materials and Documents

All materials and documents provided by the ESM during this procurement process will remain the ESM's property. Nothing in this RFP or in any other document issued by the ESM in connection therewith will be construed as to grant Candidates any right or license to use these documents for any purpose, except the right to use them in as much as necessary to prepare their Proposals.

All materials and documents prepared by the Candidate, once submitted to the ESM in response to this procurement process, will become the property of the ESM and, irrespective of the outcome of the procurement process, may be retained by the ESM, and, in any case, the ESM will have the right to use any concept or ideas contained therein without incurring any costs or expenses or any liability whatsoever.

4.4 Validity of the Proposal

By submitting a Proposal, Candidates acknowledge and agree that their Proposal will remain valid and legally binding for a period of 180 calendar days from the deadline for submission of Proposals.

4.5 Compliance with Law

Candidates are invited, but not bound to participate in this procurement process. Yet, the participation in this procurement process following the receipt of the RFP from the ESM implies the acceptance of the terms and conditions of the RFP and any other provisions of the RFP and any breach of these will be subject to appropriate remedies under the applicable law.

Before the Agreement enters into force, the successful Candidate undertakes to comply with all applicable laws and regulations and to obtain all relevant authorisations, permits and certificates required to provide the services described in this RFP.

Nothing in this RFP will be construed as implying a waiver, renunciation or modification by the ESM of any rights, privileges, immunities or exemptions from which ESM may benefit under the Treaty establishing the ESM or any applicable laws.

4.6 Trade Name, Logo and Marks

The ESM logo, covers, page headers, custom graphics, icons, other design elements and other words or symbols used to identify the description of the procurement requirement described are either trademarks, trade names or service marks of the ESM and its licensors, or are the property of their respective owners. These marks may not be copied, imitated or used, in whole or in part, without the explicit prior written consent of the ESM.

4.7 Confidentiality

All documents and information provided by the ESM in connection with this RFP constitute Confidential Information within the meaning of this section.

If the Candidate considers that any part of its Proposal or other documents/information submitted to the ESM include Confidential Information within the meaning of this section it must clearly mark such parts of Proposal or other documents/information as 'confidential'.

Candidates are advised that their participation in this procurement process constitutes Confidential Information except for the announcement by the ESM of the successful Candidate on the ESM website in accordance with Article 9.17 (3) of the Procurement Policy.

Except if required in a judicial or administrative proceeding, or if it is otherwise required to be disclosed by any law or regulation, or where information is already in the public domain, the ESM or the Candidate will (a) not disclose the Confidential Information, (b) take all reasonable measures to preserve the confidentiality and avoid disclosure, dissemination or unauthorised use of Confidential Information, and (c) not use such Confidential Information for any purpose other than as is necessary in connection with this RFP. Confidential Information does not include information which (a) was known to the ESM or the Candidate prior to receiving the information from the Candidate or the ESM; (b) becomes rightfully known to the ESM or the Candidate from a third-party source not known to the ESM or the Candidate (after diligent inquiry) to be under an obligation to the Candidate or the ESM to maintain confidentiality; (c) is or becomes publicly available through no fault of or failure to act by the ESM or the Candidate; or (d) has been developed independently by the ESM or the Candidate or authorised to be disclosed by the Candidate or the ESM. Confidential Information may only be shared with third parties (e.g. contractors) that have a need to know the Confidential Information in relation to this procurement process and provided that such third parties comply with the confidentiality obligations provided in this section.

In addition, if the Candidate has signed an ESM confidentiality undertaking the Candidate agrees to comply with all obligations set forth in such confidentiality undertaking. If there is a conflict between such confidentiality undertaking and this RFP, the confidentiality undertaking will prevail.

4.8 Involvement of/Reliance on Third Parties

If the Candidate intends to involve a third party in the supply of the services offered to the ESM the Candidate has to ensure that any such third party is bound by the requirements set forth in this RFP.

If a Candidate submits its Proposal as part of a consortium with a third party/third parties, such Candidate must provide as part of its Proposal:

a) a clear description of the proposed consortium, its organisational hierarchy and structure, the names of all consortium members and the roles, activities and responsibilities of the consortium leader and each consortium member;
b) a document authorising the consortium leader to act on behalf of the consortium member(s) (consortium declaration);
c) a written undertaking from the consortium member(s) confirming that it/they will place, at the consortium leader's disposal, the resources necessary for the performance of the Contract. The written undertaking must be signed by an authorised representative of each such consortium member; and
d) information on whether the consortium will form a legal entity and if yes, details of the actual or proposed percentage shareholding within such legal entity and other official documents confirming existence of such legal entity. If not, full details of the proposed consortium arrangement including submission of an executed consortium agreement.

If a Contract is awarded to a consortium, all consortium members will be jointly and severally liable towards the ESM for all obligations arising of or resulting from the Contract.

If a Candidate considers any changes in the consortium structure it must immediately notify the ESM in writing via the **ESM Procurement tool**. The composition of a consortium (including the roles, activities and responsibilities of the consortium leader and each consortium member) cannot be modified or members of the consortium cannot be exchanged, whether during the course of this procurement process or during the term of the Contract, without the prior written consent of the ESM.

If a Candidate intends to subcontract some of the services offered to the ESM to a third party, the Candidate must provide as part of its Proposal:

a) a clear description of the proposed subcontracting arrangement, in particular which tasks the Candidate intends to subcontract and their volume or proportion, the name(s) of the proposed subcontractor(s) and its/their roles, activities and responsibilities; and
b) a document signed by a subcontractor stating its intention to collaborate with the Candidate should the Candidate be awarded a Contract.

If a Candidate subcontracts some of the services under the Contract to subcontractors, it will nevertheless remain fully liable towards the ESM for the performance of such services and responsible for the Contract as a whole. The ESM will have no direct legal commitments with the subcontractor(s).

Where the information provided to the ESM indicates that subcontractor(s) is/are to play a significant role in delivering the services offered to the ESM, any changes to the proposed subcontractors must be notified immediately to the ESM. Candidates cannot exchange or replace the subcontractors or modify the nature of the subcontracting arrangement (including the subcontracted tasks, their volume or proportion), whether during the course of this procurement procedure or during the term of the Contract, without the prior written consent of the ESM.

Moreover, any additional subcontractor(s) which was/were not assessed by the ESM during this procurement procedure may only be appointed if the ESM's has given its prior written consent.

4.9 Transfer of Undertakings

The Candidates acknowledge and accept the possibility that if they are awarded the Contract, the Contract may in some cases trigger the application of the relevant provisions of Luxembourg law or of a collective labour agreement regarding transfers of undertakings, in particular, but not limited to, Articles L.127- 1 to L.127-6 of the Luxembourg Labour Code as amended from time to time (collectively the "Regulations"). Consequently, the Candidates acknowledge and accept the possibility that if they are awarded a Contract the staff employed by the existing service provider performing the services to the ESM (the "Employees") may, if necessary, be taken over and/or transferred automatically, by the virtue of the Regulations.

The Candidates are therefore invited, if deemed appropriate and if not already included in the procurement documents, to request the ESM to provide any necessary information regarding the Employees. The ESM reserves the right to answer questions at a later stage of the procurement procedure if deemed appropriate in the ESM's sole discretion.

Should the Regulations be applicable, the existing service provider and the successful Candidate will fully comply with all of their obligations under the Regulations and will take all necessary steps to facilitate the takeover and/or transfer of the Employees. Any discussions regarding potential takeover and/or transfer of the Employees will be directly between the existing service provider and the successful Candidate. All the costs incurred by the successful Candidate in relation to the application of the Regulations will be borne solely by such Candidate and will not give rise to any financial compensation from the ESM and will not affect in any way the financial proposal submitted by the successful Candidate.

4.10 Use of Artificial Intelligence (AI)[1] in preparation of proposals

The Candidate may use AI, including Generative AI models[2], to assist in preparing its proposal, provided that the Candidate remains fully responsible for the proposal and ensures that it is accurate, complete and compliant with the procurement documents.

In case the Candidate is using AI, the Candidate must not input any ESM confidential information, any ESM personal data or any non-public procurement documents or information provided by the ESM into any AI tool unless this is lawful and expressly permitted by the ESM.

In case the Candidate used AI to materially assist in preparing its proposal, the Candidate must briefly identify the parts of the proposal for which AI was used and the general type of AI assistance (e.g. the Generative AI model used), without being required to disclose confidential know-how, prompts or proprietary internal working methods.

Where AI was used, the Candidate confirms by submitting its proposal that the proposal has been subject to human review and validation, and that the Candidate remains fully responsible for its content.

[1] "Artificial Intelligence", "Artificial Intelligence capability" or "AI" = a machine-based system that is designed to operate with varying levels of autonomy, that may exhibit adaptiveness after deployment, and that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions, that can influence physical or virtual environments.

[2] Generative AI models = Computer programs designed to create content that resembles human-made output (i.e., creating media/content, such as software code, text, images, videos, and music) based on a user prompt. The models work by learning patterns and structures from a large collection of data.

5 Structure of the Proposal

When preparing Proposals, Candidates should observe the following:

- All documents must be submitted in English.
- Any deviations from the specified requirements of this RFP that cannot be satisfied by the Candidate, should be clearly identified in the Proposal.
- In some cases, page/word limits may be specified. Any response exceeding the specified limits may be disregarded beyond that limit.
- Answers should be as concise as possible, complete and comprehensive.
- The ESM does not wish to receive any marketing or other promotional materials.
- All digital copies of the Proposal should be submitted in compliance with the following guidelines:

  a) One file per section as described in the "Proposal Structure" table below.
  b) Any supporting or additional files should be clearly named.
  c) All files should be named clearly with a sequential number and relevant file name.
  d) All files should be provided in a standard non-editable format, such as PDF.

Proposal Structure			
#	**Section**	**Template and instructions**	**Document format**
1.	Cover Certification Form Upload in the **ESM Procurement tool** under: TECHNICAL ENVELOPE	Candidates are requested to provide completed, dated and signed by a duly authorised representative Annex 2 Section 2.1 – "Cover Certification Form"	Fully scanned copy with signature in PDF
2.	Declaration on the Candidate's Exclusion Criteria, Economic, Financial and Operating Capacity and Absence of Conflict of Interest Upload in the **ESM Procurement tool** under: TECHNICAL ENVELOPE	Candidates are requested to submit completed, dated and signed declaration, signed by a duly authorised representative Annex 2 Section 1.1 – "Declaration on the Candidate's Exclusion Criteria, Economic and Financial Capacity and Absence of Conflict of Interest")	Fully scanned copy with signature in PDF
3.	Non-Collusion Declaration Upload in the **ESM Procurement tool** under: TECHNICAL ENVELOPE	Candidates are requested to submit completed, dated and signed by a duly authorised representative Annex 2 Section 1.2 – "Non-Collusion Declaration"	Fully scanned copy with signature in PDF

4.	Selection Criteria Upload in the **ESM Procurement tool** under: TECHNICAL ENVELOPE	Candidates are requested to address the requirements under the selection criteria listed in Annex 3 section 1	Fully scanned copy with signature in PDF
5.	Technical Proposal Upload in the **ESM Procurement tool** under: TECHNICAL ENVELOPE	Candidates are requested to address the requirements under the quality award criteria listed in Annex 3 section 2 in compliance with the Terms of Reference provided in Annex 1.	Fully scanned copy with signature in PDF
6.	Commercial Proposal Upload in the **ESM Procurement tool** under: FINANCIAL ENVELOPE	Candidates are requested to address the requirements under the price award criteria listed in Annex 5 in compliance with the Terms of Reference provided in Annex 1.	Fully scanned copy with signature in PDF and an writable Excel version

Forms to fill in	**Candidate (including Consortium Lead)**	**Consortium members**	**Key Subcontractors**
Declaration on Eligibility Annex 2 1.1	To be completed	To be completed	N/A
Declaration of Non-Collusion Annex 2 1.2	To be completed	To be completed	N/A
Cover Certification form Annex 2 2.1	To be completed	N/A	N/A
Consortium declaration Annex 2 2.2	To be completed	To be completed	N/A
Subcontractor commitment letter Annex 2 2.3	N/A	N/A	To be completed

These forms must be uploaded in the ESM Procurement tool under the TECHNICAL ENVELOPE.

6 Submission of the Proposal

Proposals must be submitted in the **ESM Procurement tool** no later than by the "**Deadline for submission of Proposals"** specified at point No. 4 of the **Procurement Process Steps and Timelines** table in Section 3.1 of this RFP**.**

Only Proposals received through these means will be accepted.

Annex 1 Terms of Reference

See attached

Annex 2 Eligibility, Exclusion Criteria, and other required information and documents

1. Eligibility and Exclusion Criteria

1.1 Declaration on eligibility
1.2 Non-Collusion Declaration

Note: See the separate document with the above declarations

2. Other Required Information and Documents

2.1 Cover certification form
2.2 Consortium declaration
2.3 Subcontractor commitment letter

Note: See the separate document with the above declaration

Annex 3 Selection and Award criteria

See attached

Annex 4 Service Level Agreement

See attached

Annex 5 Commercial Response template

Candidates must provide their Commercial Response in the attached Commercial Response Template Annex 5. All prices shall be quoted in EUR excluding VAT and shall cover all costs necessary for the provision of the Services described in Annex 1 (Terms of Reference).

The Commercial Response shall include the following pricing elements:

Website Hosting Services [EUR/month] covering all Hosting Services described under Sections 2.1.2 and 2.2.1.1 of Annex 1 as further specified.

Chatbot services [EUR/month] covering all Chatbot Services described under Sections 2.1.2 and 2.2.1.1 of Annex 1 as further specified.

Maintenance and Operations of DCCSS Infrastructure [EUR/month] covering all Maintenance Services, Analytics and Reporting Services, Ticket Management Tool services and Automated Monitoring Tool services described under Section 2.2.1 of Annex 1 as further specified.

Support Services [EUR/month] covering all Support Services described under Section 2.2.1 of Annex 1 as further specified.

Development Services [EUR/day] covering the Development Services described under Section 2.2.4 of Annex 1 as further specified. Candidates shall provide daily rates for the following profiles:

- Project Manager;
- Senior Developer;
- Developer.

The implementation services listed below are mandatory contractual requirements but shall not be taken into account for the purposes of financial evaluation.

Transition of Website Services and DCCSS Migration [EUR/fixed fee] covering all activities required for the Implementation Services described under Section 2.1.1 of Annex 1 as further specified.

Establishing a Drupal-Centric Cloud Solution Service (DCCSS) [EUR/fixed fee] covering all activities required for the Implementation Services described under Section 2.1.2 of Annex 1 as further specified.

Candidates shall ensure that all costs associated with the provision of the Services are included in the relevant pricing elements and that no additional fees, charges, expenses or surcharges shall be payable

by the ESM unless expressly agreed in writing through the applicable contractual change management procedure.

Annex 6 Draft Agreement

See attached