Brussels
JUST/

The Ring Ring Company
2/F Culliganlaan
1831 Diegem
Belgium

By e-mail to: [email protected] and [email protected]

Subject: Procurement procedure JUST/2022/PR/CADM/0023 – MAINTENANCE FOR THE CONSUMER RIGHTS CHATBOT

Dear [Name],

We are pleased to inform you that your tender has successfully passed the evaluation for the above contract. This is all the details that we can provide on the grounds for our decision:

Detailed evaluation comments per criterion:

- **Quality of the proposed methodology:**
The methodology proposed is of good quality and is adequate to reach the objectives indicated in the tender specifications.

One request for clarifications has been made – Ares (2022) 3767462: request for amendments to the technical offer. The request was accepted by The Ring Ring Company which submitted an amended technical offer - Ares(2022)3813866.

- **Time-line for delivery**
The timeline for delivery is in line with the needs expressed in the tender specifications.

- **The price is reasonable in view of the level of quality**
The price is adequate to the level of quality of the activities envisaged.
If it is not possible to conclude the contract as envisaged in the award decision, we reserve the right to review our decision and to cancel the procedure.

You will find enclosed one non-signed copy of the contract where you should check that your personal details are correct. Kindly have it signed using either of the two options:

1) Electronic signature (recommended option):
In case you have the possibility to sign the contract using a qualified electronic signature (QES), please have the contract signed electronically by your authorised representative(s). Please note that only the qualified electronic signature (QES) within the meaning of Regulation (EU) No 910/2014 (eIDAS Regulation) will be accepted. You are requested to send the signed contract by e-mail only to the following e-mail address:

JUST-04-PROCUREMENT@ec.europa.eu

2) Handwritten signature:
In case you do not have the possibility to sign the contract using a qualified electronic signature (QES), please print and initial every page of two copies, sign using a handwritten signature and date the last page and return a scanned version by e-mail within 5 working days from the receipt of this letter, as well as both originals, when possible, to the following address:

European Commission
Directorate-General for Justice and Consumers
Unit JUST.04 – Programme and Financial management

B-1049 Brussels, Belgium

Implementation of the contract may not start before the contract is signed by both parties.

Yours sincerely,

[Signature]

Electronically signed

Enclosure: one non-signed copy of the above-mentioned specific contract and its annexes