European Commission
Directorate-General for Justice and Consumers
Directorate E “Consumers”
B-1049 Brussels, Belgium

The Ring Ring Company
@ringring.be

Invitation to tender – JUST/2022/PR/CADM/0023

Negotiated procedure with minimum one candidate (<=15,000 €)

Dear [Name],

Subject: Maintenance for the consumer rights chatbot

1. The European Commission is planning to award the public contract referred to above. Please find enclosed the related tender specification listing all the documents that must be produced in order to submit a tender.

2. If you are interested in this contract, you must submit a tender in one of the official languages of the European Union.

3. You must submit your tender exclusively by electronic mail to JUST-04-PROCUREMENT@ec.europa.eu The tender must be received within 10 calendar days from the date of receipt of this invitation.

4. Tenders must be: signed by a duly authorised representative of the tenderer;
   - perfectly legible so that there can be no doubt as to words and figures;

5. The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect, is 6 months from the date of submission.

6. Submission of a tender implies acceptance of all the terms and conditions of the Commission which are stipulated in the model service contract.

The submitted tender is binding on the tenderer to whom the contract is awarded for the duration of the contract.
7. All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.

8. The contracting authority may negotiate with tenderers the tenders they have submitted, in order to adapt them to the requirements set out in the tender specifications in order to find the most economically advantageous tender; during negotiations equal treatment of all tenderers will be ensured.

9. This invitation to tender is in no way binding on the contracting authority. The contracting authority's contractual obligation commences only upon signature of the contract with the successful tenderer.

10. Up to the point of signature, the contracting authority may cancel the procurement procedure without tenderers being entitled to claim any compensation. This decision must be substantiated and the candidates or tenderers notified.

11. Once the contracting authority has opened the tender, it becomes its property and it shall be treated confidentially.

12. Data Protection
   - If processing a tender involves the recording and processing of personal data (such as name, address and CV), this data will be processed pursuant to Regulation (EC) No 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. Unless indicated otherwise, any personal data will be processed solely for evaluation purposes under the call for tender by the Director of Directorate E “Consumers” in Directorate-General for Justice and Consumers. Details concerning the processing of personal data are available in the privacy statement at: https://ec.europa.eu/info/data-protection-public-procurement-procedures_en.
   - The tenderer’s personal data may be registered in the Early Detection and Exclusion System (EDES) if the tenderer is in one of the situations mentioned in Article 136 FR. For more information, see the Privacy Statement on http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm.
   - If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, you can contact the data controller at JUST-E-DIR@ec.europa.eu.

Date and signature:

Electronically signed

Nils BEHRNDT

Annexes: Annex I – Tender Specifications
Annex II – Model Service Contract