I. Specifications

I.1. Background and purpose of the contract

As part of the yourEUright campaign (https://europa.eu/youreuright/home_en), DG JUST developed a pilot chatbot, Izzy, to guide consumers and answer their questions related to four specific rights: legal guarantee, product safety, 14-day return and fair contracts. The promotion of the chatbot took place between 25 November and 23 December 2021, just ahead of the Christmas shopping frenzy.

Developed for the moment only in French for the French market, the chatbot is using the boost.ai platform and it is deployed on the following channels:
- Website chat panel – in the escape room environment
- Facebook WhatsApp
- Facebook Messenger.

Boost.ai allowed for ‘no-code’ integration with third party software suits, applications and communication channels, where limited pre-configuration was required to have successful integration. The conversational flow and NLP model developed is the same for all three channels (Website, Messenger, WhatsApp).

The main aim of the contract is to provide additional maintenance of the chatbot for a period of two months. This is a temporary solution to give DG JUST the time to decide the future of the chatbot and, if continued, to give it time to put in place a long-term contract.

The current version of the chatbot can be found here: https://europa.eu/youreuright/chatbot/#/

I.2. Tasks

a. Maintenance of the chatbot

During the duration of the contract, RingRing will be responsible for:
- Extending the Boost Licensing and Twilio number (used for the deployment on WhatsApp).
- Covering the costs linked to the number of messages processed on WhatsApp.
- Data collecting and basic monitoring of the conversations.
- Fixing major bug issues.
- Reporting any major issues to DG JUST.
b. Handover

At the end of the contract period, RingRing will prepare a handover document and transfer all relevant data and access to platforms (Boost.ai, Twilio etc) to DG JUST.

RingRing will:
- Provide license details and contact with boost.ai.
- Modify invoicing details related to the Twilio account or apply for new DG JUST account to be used for WhatsApp messages.
- Make sure that existing intents, training data and test data will remain the ownership of DG JUST. This information will be kept on the platform when the project is taken over by DG JUST. Conversation statistics will be also kept within the platform when the project is taken over by DG JUST.
- Organise a workshop between RingRing and DG JUST to share the project documentation and provide explanations about the intents’ hierarchy and content.
- Remove access to the bot platform for RingRing employees. New user accounts will have to be created for DG JUST.

I.3. Deliverables

<table>
<thead>
<tr>
<th>N°</th>
<th>Deliverable</th>
<th>By when</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Final report including handover document</td>
<td>At the end of the contract – 6 months after the last signature of the contract.</td>
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</tbody>
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I.4. Duration and location of the tasks

Maximum duration: 6 months.

I.5. Maximum total price and payment modalities

The total price for this assignment shall not exceed 15.000 €.

Payment of the final costs is linked to acceptance of the final report by the Commission. Once the final report is approved, the contractor is invited to submit the invoice.

I.6. Award of the contract

The contract will be awarded on basis of good quality for money, according to the following award criteria:

- Quality of the proposed methodology
- Time-line for delivery
- The price is reasonable in view of the level of quality

II. Presentation of the tender

II.1. Cover letter

The tender must include a cover letter presenting the name of the tenderer and the name of the single contact person in relation to this tender.

Tenders must be signed by the tenderer or his/her duly authorised representative.

II.2. Legal Entity Form (LEF)

In order to prove their legal capacity and their status, all tenderers must provide a signed Legal Entity Form with its supporting evidence. The form is available on: http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm. Tenderers must provide the following information if it has not been included with the Legal Entity Form:

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation which applies to the legal entity concerned requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.

- For natural persons, where applicable, a proof of registration on a professional or trade register or any other official document showing the registration number.

II.3. Financial Identification Form (FIF)

The tenderer must provide a Financial Identification Form and supporting documents. The form is available on: http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm

Remark: Tenderers that are already registered in the Contracting Authority’s accounting system (i.e. they have already been direct contractors) must provide the form but are not obliged to provide the supporting evidence.

II.4 Technical proposal

The technical offer must provide all the information needed to assess the compliance with the tender specifications and the award criteria.

II.5. Financial proposal

The tenderer shall propose a total price that will consist of a fixed price for the service broken down per task. This price shall include all the costs pertaining to the provision of the requested service.

The tenderer’s attention is drawn to the following points:
- Prices shall be fixed and not subject to revision during the performance of the contract.
- Prices must be quoted in euros, including the countries which are not in the euro-area. As far as the tenderers of those countries are concerned, they cannot change the amount of the bid because of the evolution of the exchange rate. The tenderers choose the exchange rate and assume all risks or opportunities relating to the rate fluctuation.
- Prices must be fixed amounts and include all expenses, such as travel expenses and daily allowances.
- Prices must be quoted free of all duties, taxes and other charges, including VAT, as the European Union is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the European Union. The amount of VAT may be shown separately.