

- **Please note that pricing information must not be included in the replies to the technical evaluation questions and supporting documents.**
- By submitting a tender, tenderers are committing themselves to providing the services in full adherence to the Tender Specifications and their annexes. Therefore, any aspect of the tender that does not adhere to the requirements of the Tender Specifications and their annexes will not be taken into account during the FWC execution, for the provisions of the Tender Specifications take precedence. In any case, aspects showing lack of adherence will negatively impact the evaluation of the tender.
- **Any aspect of the tender is contractually binding.**
- Responses must be clear, precise and specific to the question, as well as coherent, with no contradictions and avoiding unnecessary repetitions. If the tenderer makes references to other sections elsewhere in their tender, the tenderer shall use their best judgement to ensure that references are pertinent and precise.
- The **maximum number of pages**²⁰ in the tender documentation per award criterion is defined in the table below in the respective column. No additional annexes will be taken into consideration during the evaluation. This length limit includes the Table of Content and any diagrams. Any page above these limits will not be taken into account for the assessment.
- Verdana font-size minimum 10, with page margins of minimum 2 cm.

Quality of the Tender

Tenderers shall present/structure their offer as they see best fit to address the service requirements as defined in the Technical Specifications and, provided that they respect the above tender presentation rules and what follows.

In order to assess the added value of an offer by contrast to the mere adherence to the requirements as already defined in the Technical Specifications, the offer shall detail, **for the award criteria 1 to 4 (for both Lots)**, the following aspects:

- ***What are we doing to achieve the objectives:*** derive from the above and elaborate on the fulfilment of a number of Critical Success Factors (CSFs) that represent the areas in which successful delivery is essential to achieve the objectives/ deliverables of the services in scope;
- ***How do we manage the events that may affect the achievement of the objectives:*** for each CSF draft a RAID (Risk, Assumption, Issues and Dependencies) assessment elaborating on the implications of how identified risks may impact performance; thus, hindering the successful achievement of the envisaged objectives/deliverables. Proposed mitigating/contingency measures shall be part of the RAID assessment;
- ***How do we know that we are achieving the objectives:*** propose metrics (Specific Quality Indicators – SQIs) to monitor and assess the achievement of the CSFs thus enabling an accurate measurement of performance when delivering services. **Proposed SQIs shall become integral part of the relevant section in the SLA (refer to Annex 16);**

²⁰ Please note that one [1] page means "a single side of A4 paper".