

Invitation to Tender

European Tender Procedure

Plush Animals Museum Shop Naturalis

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2 Definitions

Tender Document(s): This invitation to submit a bid, including the appendices.

European Single Procurement Document (ESPD): A self-declaration as referred to in Article 2.84, paragraph 1 of the amended Dutch Public Procurement Act 2012. The ESPD is a standardized document used in public procurement procedures within the European Union. It allows bidders to self-declare that they meet the eligibility and suitability criteria for a public contract, simplifying the process of proving that they are not subject to exclusion grounds and that they fulfill the necessary requirements for the contract.

Requirement: A 'knock-out criterion.' The bid must comply with the requirement(s) without any reservations to be eligible for the contract award.

Public Procurement Act (GAW 2012, Gewijzigde Aanbestedingswet 2012): The amended Dutch Public Procurement Act 2012, effective from July 1, 2016, which implements European procurement directives in the Netherlands.

Suitability Requirements: The criteria set by the contracting authority to determine whether companies are qualified to carry out the assignment.

Award Decision: The contracting authority's decision regarding the bidder with whom it intends to enter into a contract, including the choice to not award any contract.

Award Criterion: The criterion on the basis of which the contract will be awarded to a bidder. In this European tender, it is specified as a price criterion and qualitative criteria.

Bidder: A company that has submitted or is likely to submit a bid.

Bid: The irrevocable, unconditional offer from a bidder for the fulfillment of the assignment as described in this invitation to tender.

Further Agreement: Additional details regarding the contract or assignment.

Information Note: A document containing anonymized questions from bidders and anonymized answers from Naturalis Biodiversity Center, as well as any amendments to the tender documents.

Assignment: The services/supplies/works to be provided by the contractor under the contract, including the tasks to be performed and the associated deliverables.

Contracting Authority: Stichting Naturalis Biodiversity Center.

Contractor: The bidder(s) to whom the framework agreement is awarded by the contracting authority in this tender.

Framework Agreement: The agreement between the contracting authority and the contractor to set the conditions for future assignments over a specified period.

Exclusion Grounds: The grounds for exclusion as stated in Articles 2.86 and 2.87 of the GAW.

Business Days: Calendar days, excluding Saturdays, Sundays, and officially recognized holidays in the Netherlands.

3 Naturalis Biodiversity Center

For knowledge about and the preservation of our biodiversity.

Nature continues to amaze. The diversity of plant and animal species is breathtaking. This biodiversity is a prerequisite for life on our planet. We need the richness of nature for food, medicine, and energy. And to enjoy! But biodiversity is increasingly under pressure.

Naturalis Biodiversity Center is dedicated to describing, understanding, and preserving biodiversity. With our collection, knowledge, and data, we map biodiversity and promote its conservation. In this way, we contribute to solutions for major global challenges. The current biodiversity crisis makes our work more relevant than ever.

Naturalis has a societal role

We raise awareness about biodiversity through our knowledge. In this way, we engage in the national political debate to create a 'biodiversity recovery plan,' we work for the conservation of wild pollinators, we contribute to the development of antivenom for snake bites, and we map the species diversity of the Amazon.

Naturalis is the national research institute for biodiversity, with an international scope

Naturalis is an authority in the field of researching and understanding biodiversity. Knowledge is essential for the conservation of biodiversity. Together with scientists from around the world, we map biodiversity, conduct excellent research, and make our knowledge available. To conserve something, knowledge is required—of what was, what is, where it is, and why. In this way, we document forms and species, including the effects of climate change over time. We search for methods to better protect the world's coral reefs, develop techniques to improve water and soil quality, and conduct research on changes in the Caribbean Sea.

Naturalis manages the national natural history collection

Naturalis manages the national natural history collection. With over 43 million objects, it is one of the largest and most geographically diverse natural history collections in the world. Naturalis promotes the use of this collection for scientific research and societal applications. With this collection—largely digitized and accessible worldwide—we are an important partner for organizations

Naturalis is an international leader in sharing biodiversity data

Internationally, Naturalis is taking the lead in the digital accessibility of natural history collections and the sustainable connection with other digital data. We are at the foundation of a powerful global knowledge network on biodiversity and are pioneers in 'open access' data sharing. This is essential if we are to gain new scientific insights and find solutions to global challenges.



Naturalis inspires both young and old to be enthusiastic about nature and biodiversity

Naturalis is a family museum where we engage visitors by sharing our knowledge, stories, and impressive collection pieces, including our pride and joy: T. rex Trix. We aim to welcome visitors and students and inspire them about nature. Children are the researchers and guardians of tomorrow's biodiversity. We do this not only in our exhibitions but also at home, outdoors, and in schools. And in our museum shop.

Museum shop

A beautiful gift for someone else or a souvenir for yourself: the museum shop offers a wide range of Naturalis products. We distinguish ourselves by focusing on our visitors, as the collection relates to nature or what you see in our museum.

Much of the product selection has an educational aspect, and the assortment changes regularly. We strive to offer as many sustainably and socially responsible produced products as possible and we are committed to continually improving this in the future.

For more information online:

[Museumshop | Naturalis](#)

4 Description of the assignment

4.1 Global description and intended purpose of the assignment

The purpose of this European tender is to establish framework agreements for the supply of plush animals for sale in the museum shop between Naturalis and (maximum) three contractors. The framework agreements are initially concluded for a period of two years and can be extended once for an additional two years.

The contractors with whom Naturalis has entered into a framework agreement can receive assignments in three ways. These assignments are issued by Naturalis through so-called subsequent agreements.

4.1.1 Assignment for the Supply of the Basic Assortment

The Basic Assortment consists of plush animals that are standard items offered in the Naturalis museum shop. The current Basic Assortment is included in Appendix D. As part of your tender submission, you are required to provide a proposal for the composition of the Basic Assortment, including a price proposal. The bidder with the best proposal will be awarded the contract to supply the Basic Assortment for a period of 2 years.

If Naturalis decides to extend the framework agreements after two years, a new proposal for the composition of the Basic Assortment, including a price proposal, will be requested from all framework parties, and the assignment will be re-awarded..

4.1.2 Assignment for the Supply of Specials

In addition to the basic assortment, the museum shop also offers plush animals on a temporary basis, for example, in connection with the theme of a temporary exhibition. If Naturalis wishes to temporarily expand its range of plush animals, the three framework contractors will be invited to submit a proposal through a request for quotation. The contract will be awarded (through a subsequent agreement) to the framework contractor who submits the best proposal. The method Naturalis will use to determine the best proposal will be outlined in the request for quotation.

4.1.3 Assignments up to €15,000 per year

Naturalis reserves the right to place orders directly with each framework contractor for a maximum of €15,000 per year (excluding VAT).

4.2 Lots & CPV codes and estimated value of the agreement

4.2.1 Lot division

The tender is not divided into lots.

4.2.2 CPV-codes

The relevant CPV codes are:

Description	CPV-Code
Dolls	37510000-6
Toys	37520000-9

4.2.3 Estimated and maximum value of the framework agreement

The estimated total value of the 3 framework agreements is higher than the threshold above which it is mandatory to follow a European procurement procedure. This value is expected to be approximately €400,000 (excluding VAT), taking into account the maximum duration of the framework agreement of four years. This estimate is not binding, and no rights can be derived from it.

The maximum value of the framework agreements is set at €700,000. If the total value of the assignments granted under reference to the framework agreements exceeds this amount, no new assignments can be given.

4.3 Variants

Within the context of a tender procedure, a variant is an alternative — possibly innovative — solution to a problem, different from what was initially requested in the tender. For this tender this is not a relevant option. The submission of variants is not allowed.

4.4 Options/revision clause

During the term of the agreement, Naturalis has the right to amend the framework agreement (based on Article 2.163c of the Public Procurement Act 2012):

1. Initially, the framework agreement is valid for a period of 2 years. It can be extended once for an additional two years.

5. The tender procedure

Participating in this tender for non-Dutch speaking parties

Participation in this tendering procedure is only possible through the website www.tenderned.nl. Unfortunately, this website is mostly only available in Dutch.

Explanatory information about Tenderned is available in English via:

[Dutch government's online tendering system | TenderNed](#)

In addition, various browsers, including Google Chrome and Microsoft Edge, offer the possibility to translate web pages.

5.1 Open procedure

For this European tender, Naturalis follows the open procedure according to Article 2.26 of the amended Public Procurement Act 2012. In this public European procurement procedure, the selection and award phases are completed in one round. In the selection phase, the suitability of the bidder is assessed based on exclusion grounds and suitability requirements. In the award phase, it is evaluated which bidder offers the best price-quality ratio for Naturalis based on the requirements and award criteria. With this approach, framework agreements are concluded with three companies.

5.2 Contact persons

Communication regarding this tender takes place through the messaging module on the website Tenderned.nl.

The contact person for this tender procedure is:

Naturalis Biodiversity Center
Dhr. Erik Jan Elderman
P.O. Box 9517
2300 RA Leiden
Telephone: +31 (0)6-55020608
E-mail: aanbesteding@naturalis.nl

Visiting address: Darwinweg 2, 2333 CR Leiden

In the absence of Mr. E.J. Elderman, Mr. K.A. Berkenbosch (+31 (0)6-17429765) is available as an alternate contact person.

It is not permitted to approach other Naturalis staff members or make contact in any other way to obtain information about this tender than as described above. Naturalis reserves the

right to exclude bidders who contact staff members other than those mentioned above from participating in this European tender.

5.3 Registering as a consortium or with reliance on a third party

It is permitted to submit a bid as a consortium, also referred to as a combination, or by relying on a third party (subcontractor). If this is done to meet the optional suitability requirements, the specific parts of the contract for which references have been requested must actually be carried out by the member of the consortium or the third party.

5.3.1 Registering as a consortium

If two or more companies submit a joint bid as a consortium, also referred to as a combination, this must be indicated in the European Single Procurement Document (ESPD) in Appendix B. Each member of the consortium must submit a European Single Procurement Document. The exclusion grounds (see paragraph 6.2) must not apply to any of the participants in the consortium.

All participating companies in a consortium are jointly and severally liable for the execution of the contract. By signing the ESPD, the participants in the consortium accept this joint and several liability.

References (Appendix C) only need to be submitted once, namely for the consortium as a whole.

5.3.2 Registering with reliance on a third party

If a company submits a bid as the main contractor and plans to use third parties (subcontractors) for the execution of the contract, this must be indicated in the ESPD. In Part II C of this document, the bidder must specify for which suitability requirements they are relying on a third party (or parties) to fulfill. Bidders using third parties or subcontractors to comply with the suitability requirements, need to submit one ESPD for each individual party.

In this arrangement, the main contractor is jointly and severally liable for fulfilling all contractual obligations, including those of the third parties/subcontractors they have engaged. The main contractor remains liable at all times for the actions of the third parties/subcontractors they have employed, including any errors and damages, regardless of whether these were caused by the main contractor or the third parties/subcontractors.

If it is discovered after the award that third-party/subcontractor services were used without Naturalis being informed, Naturalis has the right to terminate the agreement with the bidder.

5.4 Multiple bids per group/holding company

Different companies within a group or holding company may submit separate bids as the main contractor, subcontractor, or as participants in a consortium, provided they can clearly demonstrate, upon Naturalis's request, that they are independent bidders from the other

bidders within the group or holding company and that they have respected confidentiality. If one or more bidders cannot demonstrate this, it will result in the exclusion of all bidders belonging to that group.

Companies are considered to belong to the same group if:

1. They are interconnected as described in Article 24a of Book 2 of the Dutch Civil Code;
2. They are part of a group as defined in Article 24b of Book 2 of the Dutch Civil Code; or
3. They are interconnected in a manner similar to the situations described in points 1 or 2, but according to foreign law.

Upon request from Naturalis, the bidder must provide the following:

1. An organizational chart clearly showing the corporate relationships of the bidder;
2. The completion and lawful signing of a statement of legality;
3. A single A4 page describing how the relationship between the involved companies within the same group is or will be organized, and how independence and confidentiality are ensured in the preparation of the bids.

5.5 Deficiencies and opportunity to ask questions, Memorandum of Information

5.5.1 Deficiencies

This invitation to tender (including the attachments) has been carefully prepared. However, if the bidder identifies deficiencies, ambiguities, contradictions, defects, or provisions that are contrary to the Public Procurement Act 2012 or otherwise, the bidder is requested to report this as soon as possible, but no later than the specified deadline for submitting questions according to the schedule. This allows Naturalis the opportunity to make corrections if necessary.

If the bidder does not do this, they waive any rights against Naturalis regarding the alleged deficiency, ambiguity, contradiction, defect, or conflict with the Public Procurement Act 2012.

5.5.2 Opportunity to ask questions, Memorandum of Information

Companies have the opportunity to submit questions or comments in response to this invitation to tender. Questions must be submitted exclusively through the question and answer module of Tendered.

The submission of questions is possible until the time specified in paragraph 5.10.

The questions will be answered in the form of an anonymized memorandum of information, which will be published on the website www.tendered.nl. This memorandum of information is part of the procurement procedure and the procurement documents. It is recommended to finalize and submit your bid after the publication of the (final) memorandum of information.

If the procedure provides for a second round of questions, only questions arising from the answers given in the first memorandum of information may be asked in that second round.

5.6 Submission of bids

5.6.1 Timely, valid, and complete

The bid must be submitted in a timely manner via the digital vault at www.tenderned.nl. It is not permitted to submit bids by post, fax, or email. After the closure of the Tenderned digital vault, it will no longer be possible to submit a bid. It is the bidder's responsibility to have an account with Tenderned and the necessary authentication tools in time.

The bid must be valid, meaning that the bid, forms used, and attachments must be legally signed by an authorized officer who is empowered to represent and bind the company. This authority is determined based on the registration in the trade register and any powers of attorney granted.

5.6.2 Tenderned malfunction

If, due to a demonstrable malfunction of Tenderned, there is no possibility to submit the bid in a timely manner, Naturalis reserves the right to extend this deadline after the expiration of the final submission deadline, provided that the vault has not yet been opened by Naturalis. In the event of a malfunction, the bidder must immediately send an email to aanbesteding@naturalis.nl stating "MALFUNCTION TENDERNED PLUSH ANIMALS" and contact the person mentioned in paragraph 5.2 by phone.

Naturalis has the unilateral right (but not the obligation) to extend the submission deadline. The bidder remains responsible for the timely submission of the bid. To avoid the risk of late submission, bidders are advised not to wait until the last moment but to allow for some margin. The risk of a malfunction of Tenderned during the last four hours of the submission deadline is explicitly borne by the bidder.

If Naturalis decides to extend the deadline, all bidders who have already submitted a bid will be given the opportunity to modify and/or supplement their bid within the newly established deadline."

5.6.3 Checklist for submission

The bid must be complete, meaning that all required documents or other information must be included with the submission as indicated in the Submission Checklist (Appendix A). The checklist serves two purposes:

1. For the bidder, it acts as a guide to ensure the requested information is provided on time, correctly, and in full;

2. For Naturalis, it is important that the requested information is submitted in a structured manner, which promotes the comparability of bids and speeds up the evaluation process.

The bidder is kindly requested to answer all questions as outlined in the invitation to bid and to complete the forms. The responsibility for providing the requested information in full lies with the bidder. If the bidder chooses not to answer a question, this must be explicitly indicated, including the reason.

To reduce administrative burden, some grounds and requirements can be answered by completing and signing the European Single Procurement Document (ESPD). By using the ESPD, the responsibility for compliance with the grounds and requirements initially lies with the bidder. The bidder must assess whether any grounds or requirements apply to them. If Naturalis intends to select the bidder, it will request the underlying evidence for the self-declaration to be provided within five working days.

Modifying or supplementing the submission after the deadline is not possible. However, Naturalis may allow the bidder to correct obvious mistakes and omissions, provided it does not result in a modified bid.

5.7 Evaluation of the bids

5.7.1 Award criterion

For this European tender, Naturalis applies the award criterion of BPQR (Best Price-Quality Ratio). This means that in addition to price, qualitative aspects also play a role in the evaluation. The execution of the contract must meet the specified requirements. Additionally, Naturalis has established specific award criteria related to the contract, through which a bidder can positively differentiate themselves from other bidders. Bidders must offer a corresponding price based on the specified requirements and the fulfillment of the qualitative criteria.

5.7.2 Method of evaluation

The evaluation of the bidders' responses to the qualitative criteria will be carried out by a committee. This evaluation committee consists of three experts in the relevant field and one procurement advisor from Naturalis.

Function	Assessment Criterion
Head of Commercial Affairs	Award criteria
Museum Store Team Coordinator	Award criteria
Museum Store Employee	Award criteria

Procurement Advisor	Formal, procedural aspects
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Each criterion will be assigned a uniform evaluation by the evaluation committee. When assessing quality, the committee will review to what extent the response provided is realistic, complete, and consistent, and how well it contributes to the proper execution of the contract. Each response will be evaluated based on the specified evaluation aspects.

The bidder with the highest total number of points will be considered as offering the best price-quality ratio. In the event that two or more bidders achieve the same total number of points, the bidder with the highest total score on the quality criterion will be ranked higher. If the scores remain identical, the ranking will be determined by a lottery conducted by a notary. Bidders may attend the lottery if they wish.

5.7.3 Order of evaluation

The evaluation of the submission includes the following steps:

1. Timely submission of the bid;
2. Assessment of formal requirements, completeness, and unconditionality of the bid;
3. Evaluation of exclusion grounds;
4. Assessment of suitability requirements;
5. Evaluation of minimum requirements;
6. Assessment of award criteria.

If a submission does not meet the conditions and requirements in one or more of the first five steps, it will be set aside and will not be further considered in the evaluation process.

5.7.4 Form requirements, completeness, unconditionality

The submission must adhere to specific form requirements set by Naturalis to ensure uniformity in the proposals. This promotes a quicker evaluation of the submissions and reduces the likelihood that proposals will be rejected due to essential information being untraceable.

The submission must be complete, meaning that all required documents have been submitted and, where indicated, signed by an authorized official. An incomplete submission will be deemed invalid unless Naturalis considers the absence of specific information as a clear omission/error.

Submissions must be unconditional; there should be no reservations or conditions attached. A conditional submission will be considered invalid.

5.7.5 Exclusion grounds

In accordance with the mandatory exclusion grounds as outlined in Article 2.86 of the amended Public Procurement Act 2012, Naturalis will only enter into an agreement with bidders who have not committed any of the grounds mentioned in this article. By signing the self-declaration, the bidder confirms that they have not been guilty of any of the listed issues, as described in Part III A of the European Single Procurement Document (ESPD).

In addition to the mandatory exclusion grounds, Naturalis applies some optional exclusion grounds according to Article 2.87 of the amended Public Procurement Act 2012, as checked in the ESPD, Part III-C. By signing the ESPD, the bidder declares that the mentioned grounds do not apply to them.

5.7.6 Eligibility requirements

In accordance with Article 2.90 of the amended Public Procurement Act 2012, Naturalis applies several optional eligibility requirements. Bidders must demonstrate through these requirements that they possess sufficient capacity, knowledge, and experience to successfully execute the contract. The optional eligibility requirements for this European tender are detailed in paragraph 6.3.

5.7.7 Minimum requirements

Naturalis has established a program of requirements for this assignment, which the execution of the assignment must meet. By signing the program of requirements, the bidder indicates that they can comply with these specified requirements. The program of requirements is attached as Appendix E.

A minimum requirement is a knockout criterion. This means that if one or more requirements cannot be met, the bid is considered invalid and must be set aside.

5.7.8 Award criteria

This assignment will be awarded based on the best price-quality ratio (BPQR) criterion. The BPQR criterion is divided into a sub-criterion for Price and a sub-criterion for Quality. The submissions will be evaluated and rated based on these criteria. Each submission will receive a score, and the total scores will result in a ranking of the submissions. The assignment will be awarded to the bidder who achieves the highest score with their submission. The BPQR criterion is elaborated in Chapter 7.

5.8 Awarding procedure

5.8.1 Intended Award Decision

At the time the intended award decision is communicated to the bidder with the best price-quality ratio, the rejected bidders will simultaneously receive a justification. This justification will explain the reason for rejection, the differences compared to the submission with the

best price-quality ratio, and the name of the bidder to whom Naturalis intends to award the contract.

5.8.2 Suspensive period, objection to the award decision

Bidders who do not agree with the intended award decision have the opportunity to initiate a civil summary proceedings against the intended award decision within a suspensive period of at least 20 calendar days, in accordance with the amended Procurement Act 2012, article 2.127. Any disputes arising from this European tender will be assessed by the competent court in the district of The Hague. Bidders forfeit their right to submit disputes regarding the planned award decision to the competent court if a dispute is brought after the expiration of the suspensive period by serving a summons at the address of Naturalis.

The suspensive period does not apply if the dispute arises from a circumstance that became known only after the expiration of that period. In that case, the suspensive period begins to run on the day the relevant circumstance becomes known.

Despite the expiration of the suspensive period without a summary proceeding being initiated, Naturalis is not obliged to immediately proceed with the final award. The establishment of an agreement only takes place after Naturalis has made a written final award decision.

If a summary proceeding is initiated, Naturalis will inform the bidders with a direct interest about this. Naturalis will then wait for the outcome of the summary proceedings and consider how to deal with this outcome. If Naturalis is upheld, it reserves the right to proceed to a final award. In that case, Naturalis cannot be held liable for any (delay) damages or costs if a judicial authority later reaches a different conclusion.

5.8.3 Final award

If no objections are submitted against the intended award within the suspensive period, Naturalis will proceed with the written final award. Rejected bidders will not receive any information regarding this. Only the winning bidder will be contacted to discuss the further course of the procedure.

5.9 Agreement(s)

After the final award, Naturalis will conclude framework agreements with the three winning bidders and possibly a standby agreement with the bidder ranked fourth

5.9.1 Framework agreement

Naturalis has drafted a framework agreement, which is attached as Appendix F. This document outlines the conditions linked to the contract. Bidders have the opportunity to make changes to the draft framework agreement at a detailed level through improvement proposals. These proposals must be submitted together with questions for the memorandum

of information. Naturalis is free to adopt or reject the improvement proposals in the final agreement. The final agreement will consist of the draft framework agreement, supplemented with any changes and additions from the memorandum of information. By submitting a bid, the bidder unconditionally agrees to the final framework agreement.

5.10 Time schedule

The time schedule for this procurement procedure is shown in the overview below.

Action	Deadline
Publish invitation to tender	20 December 2024
Submission of questions for the memorandum of information	24 January 2025
Publish memorandum of information	31 January 2025
Submission of tender	14 February 2025, 12.00U CET
Final date for receiving plush animals	21 February 2025, 12.00U CET
Send preliminary award decision	28 February 2025
Send final award decision	22 March 2025
Signing of the agreement	1 April 2025
Start of the agreement	1 April 2025

Naturalis aims to adhere to the above schedule as much as possible, but is not obligated to follow this schedule, except for the legally established deadlines. Naturalis reserves the right to change dates and will communicate any changes to all involved parties.

5.11 Additional provisions

In addition to the conditions set out in the preceding paragraphs of this chapter, Naturalis has established some specific provisions that apply to this European tender. These specific conditions are explained in further detail in the following paragraphs.

5.11.1 Acceptance of the terms of the procurement procedure

By submitting a bid, the bidder indicates their agreement with the terms of this procurement procedure, as outlined in this invitation to tender.

5.11.2 Brands, standards, patents, or types

When brands, standards, patents, and/or types are indicated in this invitation to tender, the bidder must read 'or equivalent thereto.' The bidder is allowed to offer an alternative for the specified product or service.

5.11.3 Manipulative bids

It is not allowed to submit manipulative bids. A manipulative bid aims to restrict competition. If Naturalis finds that a bid significantly deviates from other bids with the intention of influencing the evaluation system to achieve a maximum score, while not resulting in the best price-quality ratio, Naturalis will ask the bidder clarification questions. Based on the additional information obtained, Naturalis will assess whether the bid is considered acceptable or manipulative. If a bid is deemed manipulative, it will be set aside and not further considered in the evaluation and ranking.

5.11.4 Reserving the right to terminate the procedure

Naturalis has the right to terminate the ongoing European procurement procedure. This termination may occur in the following situations:

1. Insufficient availability of financial resources.
2. Lack of (formal) positive decision-making regarding the award by Naturalis.
3. Need to adjust the content of the European tender due to changes in regulations or government policy.
4. If one or more parties raise objections to the intended award decision.
5. If the European procurement procedure is deemed irregular by Naturalis.

The above list is not exhaustive.

5.11.6 Compensation/reimbursement of costs

The bid must not incur any costs for Naturalis, other than the compensation mentioned in paragraph 7.3.2. If it turns out that the bidder charges costs for the bid, the bid will be set aside and considered as not submitted.

If Naturalis decides to terminate this procurement procedure or not to award the contract, Naturalis is not obliged to reimburse any costs or provide any compensation to bidders.

Naturalis also reserves the right to convert the procedure into a negotiation procedure in accordance with the applicable provisions if no suitable bids have been received.

5.11.7 Price negotiations

No (interim) (price) negotiations will take place. The prices and percentages stated in the bid are binding.

5.11.8 Intellectual property

If the bidder uses a new process or product for their bid, the bidder must clearly state this in the submission letter. Naturalis will treat the process or product as confidential, with the intellectual property remaining with the bidder.

5.11.9 Confidentiality

All information from this procurement document and other documents related to this tender, or obtained during subsequent communication, may only be used to formulate responses to the questions asked. It is not permitted to use the information for other purposes. Publicity regarding this tender by the bidder is only allowed with prior written consent from Naturalis.

All provided information and documentation will become the property of Naturalis. Naturalis will treat all information obtained from this procedure confidentially and will not use it for purposes other than those described unless otherwise stated by the bidder.

By submitting a bid, the bidder declares that they will handle all information obtained in connection with this tender confidentially. It is not permitted to disclose information to third parties, except for partners, subcontractors, and assistants engaged by the bidder. However, the bidder remains responsible for ensuring compliance with the confidentiality obligation.

5.11.10 Applicable law

Only Dutch law applies to this European procurement.

5.11.11 Language

Bids must be submitted in the Dutch or English language.

5.11.12 Complaints procedure

For an entrepreneur who disagrees with (a part of) this tender or a decision made by Naturalis, a complaints procedure is available. The Complaints Procedure for Tenders Naturalis version 08MAY2020 is included in Appendix G.

If the bidder disagrees with the handling or decision of Naturalis, the complaint can be submitted to the Commission of Tender Experts. When a complaint is submitted to this commission, the complainant is requested to send a copy to the contact person of Naturalis mentioned in paragraph 5.2. More information about the Commission of Tender Experts and the procedure for submitting complaints can be found at www.commissievanaanbestedingsexperts.nl.

Additionally, an appeal is possible according to the judicial procedure as described in paragraph 5.8.2. Submitting a complaint, both to Naturalis and to the Commission of Tender Experts, does not suspend this procurement procedure. A decision from the Commission of Tender Experts is not binding for Naturalis.

6. Formal Requirements, Exclusion Grounds, and Eligibility Criteria

To submit a valid tender:

1. the tender must comply with the specified formal requirements and be complete;
2. the exclusion grounds must not apply to the bidder;
3. and the bidder must meet the specified eligibility criteria.

These three aspects are elaborated upon in this chapter.

6.1 Formal Requirements and Completeness of the Tender

The formal requirements for the tenders in this European procurement are as follows:

1. All documents are complete and truthfully filled out.
2. The tender is signed by the authorized representative who can legally represent the bidder.
3. The bidder's offer remains valid for up to three months after the submission date of the tender.
4. The rates in the tender are stated in euros, excluding VAT.
5. The tender is submitted in A4 format with page numbering.
6. The tender includes the components/documents as described in the Tender Checklist in Appendix A.
7. The tender must be uploaded to the TenderNed website in the secure vault. The tender consists of a scan of the documents, including the necessary signatures.
8. Documents provided by Naturalis may not be substantively altered by the bidder.
9. The tender is submitted in Dutch and/or English.

6.2 Exclusion Grounds

6.2.1 Mandatory and Optional Exclusion Grounds

In this European tender, the mandatory exclusion grounds apply to bidders. The mandatory exclusion grounds are listed in Part III A of the European Single Procurement Document (ESPD), which is attached in Appendix B. The bidder must complete the ESPD to indicate whether the exclusion grounds apply to them or not.

Part III B of the ESPD relates to the payment of taxes and social security contributions. The bidder must also complete this part of the ESPD.

In addition to the mandatory exclusion grounds, Naturalis has also selected a number of optional exclusion grounds. The applicable optional exclusion grounds are marked in Part III C of the ESPD. The bidder must complete this part of the ESPD to indicate whether these exclusion grounds apply to them or not.

At the first request of Naturalis, within five calendar days, the bidder must be able to provide the following supporting documents:

1. A Behavioral Statement for Procurement (Gedragsverklaring Aanbesteden, GVA) issued by the Ministry of Justice and Security, as referred to in Article 4.1 of the GAW, which is no older than 24 months on the date of submission of the tender;
2. A current extract from the Chamber of Commerce, which is no older than six months on the date of submission of the tender, with proof of no bankruptcy from the Chamber of Commerce;
3. A statement from the Tax Authorities indicating that the bidder is in compliance with their obligations to pay taxes or social security contributions, which is no older than six months on the date of submission of the tender.

Foreign companies cannot request a GVA (Behavioral Statement for Procurement) from the Justis service. This can be replaced by a sworn statement or a solemn declaration. The foreign company makes this declaration before an authorized judicial or administrative authority, a notary, or a competent professional organization in that country.

6.3 Eligibility Criteria

Naturalis has set a number of optional eligibility criteria for this tender to ensure that only companies with sufficient knowledge and experience can submit a bid. The optional eligibility criteria are explained in the following subsections.

6.3.1 Financial and Economic Capacity, Liability Insurance

The bidder must have product and public liability insurance in place at the time of submitting the tender, as well as throughout the entire term of the Framework Agreement, with coverage of at least € 500.000 per incident and a minimum of € 1.000.000 per year.

By completing Part IV of the ESPD and signing the ESPD, the bidder declares that they have such insurance coverage. If requested by Naturalis, the bidder must provide a copy or excerpt of a valid insurance policy.

Note: In Part IV of the ESPD, the term "Selection Criteria" is used, but in Naturalis's opinion, it should refer to "Eligibility Criteria."

6.3.2 Technical Competence, References

The bidder can demonstrate their technical and professional competence by possessing the following core competency. The bidder must provide proof of having this core competency by submitting a reference.

Core Competency:

The bidder must have knowledge and experience in supplying plush animals to a single client, with a contract value of at least € 50.000 per year excluding VAT, for a period of at least 2 years, starting from January 1, 2021.

1. The bidder must include a reference for each core competency with the following characteristics:
2. The reference was carried out by the bidder as the main contractor;
3. The bidder must use the reference form in Appendix C for submitting the reference;
4. It is allowed to provide clarification of the reference. This explanation may be a maximum of 500 words;
5. If requested by Naturalis, the bidder must provide a satisfaction statement from the client of the referenced project within 5 working days;
6. The reference must not come from a parent or sister company of the bidder;
7. Naturalis reserves the right to verify the provided information with the referee listed on the reference form.

6.3.3 Professional Qualification

The bidder, including any participants in a consortium, must be registered in the trade register in accordance with the legislation of the country where they are established.

By completing Part IV of the ESPD and signing the ESPD, the bidder declares that they are registered in the trade register. Upon request from Naturalis, the bidder must be able to provide evidence showing that this statement is accurate, including at least an extract from the trade register, no older than six months. If the bidder cannot meet this requirement, they will be excluded from participating in the tender procedure.

7 Award Criterion

This chapter outlines the criteria for the award criterion 'Best Price-Quality Ratio.' A key role in evaluating both the price and the quality of the tender is played by the Basic Assortment. The Basic Assortment consists of the plush animals that are currently offered as standard in the museum shop. The Basic Assortment is included in Appendix D. Bidders are asked to submit a proposal for the composition of the Basic Assortment. This proposal will be assessed based on both price and quality.

7.1 Best Price-Quality Ratio

Naturalis will award this contract based on the award criterion 'Best Price-Quality Ratio' and the associated point distribution to the bidder who submits the best tender. The award criteria are outlined in the following paragraphs. A bidder can score points for each criterion, with the total score being a maximum of 100 points. The point distribution for the criteria is provided in the table below.

Award Criterion	Component	Maximum Points to be Awarded
Price	Fictitious Bid Price	30
Quality 1	Composition of the Basic Assortment	20
Quality 2	Quality of the Plush Animals	20
Quality 3	Sustainability of the Plush Animals	20
Quality 4	Range of Assortment Relevant to Naturalis	10
Total		100

7.2 Price

Naturalis has included the current Basic Assortment of the museum shop in Appendix D. In Appendix D, the bidder should list the plush animals they propose as the Basic Assortment (see paragraph 7.3.1) and indicate the price they will charge for each plush animal. This price must include transport costs to Naturalis, as well as any applicable fees, taxes, etc. For the calculation of transport costs per plush animal, the bidder may assume that each order will consist of at least the minimum order quantity (or a multiple of it) per plush animal.

Therefore, the bidder must also specify the Minimum Order Quantity (M.O.Q.) for each plush animal in Appendix D.

When filling out Appendix D, the bidder must follow these instructions:

1. All deliveries/services described in this tender document must be included in the offered price. Costs not included in the price will not be reimbursed unless expressly agreed otherwise;
2. The offered price must be realistic for the deliveries and services that the bidder offers in the tender. The bidder must be able to demonstrate, upon request, that they can deliver the contract for the offered price throughout the entire contract duration;
3. Naturalis will not negotiate the offered price;
4. Only the fields marked in yellow in the form may be adjusted. Changes in other fields will render the price form invalid.

These instructions are binding. If the instructions are not followed, the tender will be rejected, and the bidder will not be considered for the award.

The score for the price criterion will be calculated based on a Fictitious Bid Price. In Appendix D, Naturalis has indicated a number of sales per plush animal. This indication is intended solely to calculate a Fictitious Bid Price and is not in any way a guarantee of a minimum number of plush animals to be purchased by Naturalis. To calculate the Fictitious Bid Price, the price provided by the bidder is multiplied by the quantity indicated by Naturalis, and the results are summed. The Fictitious Bid Price will be automatically calculated in the price form.

The bidder with the lowest Fictitious Bid Price will score 30 points for the price criterion. The scores of other bidders will then be calculated using the following formula:

$$\text{Score} = \left(\frac{2 \times \text{Lowest Fictitious Bid Price} - \text{Fictitious Bid Price}}{\text{Lowest Fictitious Bid Price}} \right) \times 30 \text{ points}$$

Example:

- The Lowest Fictitious Bid Price is € 1.000;
- The Fictitious Bid Price offered by Bidder A is €1.250;
- The score of Bidder A is: $((2 \times € 1.000 - € 1.250) / € 1.000) \times 30 \text{ points} = 22,5 \text{ points}$.

7.3 Quality

The qualitative criterion is composed of four sub-criteria, which are further elaborated in this section.

7.3.1 Quality 1 - Composition of the Basic Assortment (maximum of 20 points)

The Basic Assortment consists of 20 plush animals that are currently standard items offered in the museum shop. The current Basic Assortment is included in Appendix D. Bidders are requested to submit a proposal for the composition of the Basic Assortment. The Bidder can prepare their proposal by filling in the yellow fields in Appendix D. Naturalis expects the Bidder to submit a proposal for each plush toy that is currently part of the Basic Assortment. Please note that if you are not able to propose an (more or less) identical plush animal, you can propose a plush toy that in your opinion would fit the Basic Assortment.

The Bidder's proposal will be evaluated based on the following criterion: the extent to which the proposal aligns with the current Basic Assortment.

The Naturalis evaluation committee will assign a score for this criterion based on the evaluation framework outlined in Section 7.3.5. The number of points the Bidder achieves for this component is then calculated by multiplying the score with the maximum achievable points.

Example: If the score is 80% (Good), the score the Bidder achieves for this component will be:

$$80\% * 20 \text{ points} = 16 \text{ points.}$$

If the Bidder scores 40% or lower on this component (in accordance with Section 7.3.5), the bid will be disqualified and will not be considered for award.

7.3.2 Quality 2 – Quality of the Plush Animals (maximum of 20 points)

The quality of the plush animals offered by the bidder will be evaluated on two aspects:

Appearance:

The offered plush animals have a natural, realistic, and friendly appearance, with characteristic details where possible. The colors are realistic, and the plush animals feel soft to the touch. The consistency of the Basic Assortment as a whole will also be evaluated. To give bidders an idea: in Appendix D - Basic Assortment, images of plush animals that meet these criteria are included

Durability/Finishing:

The offered plush animals are well-made. Evaluation will focus on the quality of the seams, the distribution of the filling, and additional finishing details.

Naturalis will assess the appearance and durability/finishing based on the plush animals from the Basic Assortment submitted by the bidder (one sample of each plush toy). These plush animals must be delivered to Naturalis no later than 7 calendar days after the closing of the submission period.

The plush animals can be sent to:

Stichting Naturalis Biodiversity Center
ATTN: E.J. Elderman
Darwinweg 2
2333 CR Leiden
The Netherlands

Please mark the box clearly with: **AFGEVEN BIJ INKOOP/ELDERMAN IN KANTOOR 3A.**

Please forward any tracking information to: aanbesteding@naturalis.nl

The plush animals will not be returned after the completion of the tendering procedure. Naturalis will reimburse the bidder an amount of €300 for the cost of the plush animals and shipping fees, provided that the bidder has submitted a serious bid (as assessed by Naturalis).

The score for this component will be determined in the same manner as described in section 7.3.1.

If the bidder scores 40% or lower on this component (in accordance with section 7.3.5), the bid will be disqualified and will not be considered for award.

7.3.3 Quality 3 – Durability of the Plush Animals (maximum of 20 points)

In the Program of Requirements, the sustainability requirements that the plush animals must meet are listed under the heading "Sustainability." These are minimum requirements. However, Naturalis has a preference for plush animals that are produced as sustainably as possible. In this context, Naturalis defines sustainability as producing in a way that meets the needs of the present generation without compromising the ability of future generations to meet their own needs.

Naturalis requests that bidders provide a description of the measures they have taken to produce the plush animals sustainably. This description should be submitted in a separate document of up to 4 pages, using Arial font (minimum size 10). The description should distinguish between the following aspects:

- Environmental Aspects: Preserving and protecting natural resources (such as water, energy, and biodiversity) and minimizing environmental damage.

- **Social Aspects:** Ensuring fair treatment, well-being, and equal opportunities for people, both locally and globally.

The Naturalis evaluation committee will assign a score for this criterion based on the evaluation framework outlined in Section 7.3.5. The number of points the Bidder achieves for this component is then calculated by multiplying the score with the maximum achievable points.

7.3.4 Quality 4 – Variety of the Assortment Relevant to Naturalis (maximum of 10 points)

Naturalis has a preference for Contractors who can offer a wide range of plush animals that meet all the requirements and have (at a minimum) the same quality and sustainability characteristics as the plush animals offered by the Bidder in the Basic Assortment. To demonstrate that the Bidder can offer a broad assortment, the Bidder should provide a list (including descriptions and images) of the relevant products and attach it to the bid. Alternatively, it is also acceptable to clearly highlight the relevant products in an existing catalog.

The score for this component will be determined as indicated in the table below.

Number of plush animals	Score
> 80	10
> 60 <= 80	7,5
> 40 <= 60	5,0
> 20 <= 40	2,5
<30	0

7.3.5 Evaluation Framework

In the evaluation of qualitative criteria 1 to 3, each sub-criterion can be scored a maximum of 100% and a minimum of 0%, as shown in the table below. The number of points a bidder receives is then determined by multiplying the maximum achievable points per sub-award criterion by the score.

The evaluation committee will look at the overall picture of what you have submitted under the award criteria. They will assess whether the response is specific, realistic, feasible, effective, complete, and consistent. Additionally, your response should convince the evaluators that your description aligns with Naturalis' expectations and that you can demonstrate the ability to deliver what is requested.

Guideline	Score
<p>Excellent: The information or sample products provided by the bidder clearly demonstrate that the evaluation criteria are met in an outstanding manner. All or most of the elements and aspects of the quality requirements have been excellently addressed and offer significant distinction and/or added value for Naturalis</p>	100%
<p>Good: The information or sample products provided by the bidder show that the evaluation criteria are largely met. All or most of the elements and aspects of the quality requirements have been adequately addressed and offer added value and/or distinction for Naturalis.</p>	80%
<p>Satisfactory: The information or sample products provided by the bidder show that the evaluation criteria are sufficiently met. All or most of the elements and aspects of the quality requirements have been adequately addressed, but they do not offer added value and/or distinction for Naturalis. There may be concerns about how concrete, relevant, and/or realistic the response is.</p>	60%
<p>Insufficient: The information or sample products provided by the bidder show that the evaluation criteria are insufficiently met. Only a few of the elements and aspects of the quality requirements have been addressed, but they are not concrete, relevant, realistic, and do not offer added value and/or distinction for Naturalis.</p>	40%
<p>Poor: The information or sample products provided by the bidder show that the evaluation criteria are hardly met. All or most of the elements and aspects of the quality requirements are not addressed, inadequately addressed, or only minimally addressed, and are not concrete, relevant, and/or realistic.</p>	20%
<p>No Submission: The information or sample products provided by the bidder show that the evaluation criteria are not met at all, or no information has been provided.</p> <p>(Exclusion from further participation in the tendering process)</p>	0%

The evaluation criteria are as follows:

- **Specific/Relevant:** The extent to which the bidder's response is clear and focused on the needs, objectives, and outcomes intended by Naturalis, and the degree to which the offer is specifically tailored to the Naturalis situation.
- **Realistic/Feasible:** The extent to which the feasibility and practicality of the response are convincingly demonstrated through sound justification and examples, and the degree to which the response is measurable and verifiable.
- **Clarity:** The response is substantiated and based on reliable assumptions. Ambiguous language is avoided, and the evaluator should not have to struggle to understand the answer. Where necessary, the response is verifiable.
- **Completeness:** The extent to which the requested response is complete.

APPENDIX A - Tender Submission Checklist

	Document to be Submitted	Document Pertains to
1	Own Document	Cover Letter (optional, not mandatory)
2	APPENDIX B	European Single Procurement Document (ESPD), completed and correctly signed.
3	APPENDIX C	Reference Form, completed and correctly signed
4	APPENDIX D	Proposal for Basis Assortment (including price), completed and correctly signed (in accordance with sections 7.2 and 7.3.1)
5	Own Document	Description of Sustainability (in accordance with section 7.3.3)
6	Catalogue or List of Relevant Assortment	Variety of the Assortment Relevant to Naturalis (in accordance with section 7.3.4)
7	Box with Basis Assortment plush animals	For assessment of the quality of the plush animals (in accordance with section 7.3.2). To be delivered no later than 7 calendar days after the final submission deadline of the tender.

APPENDIX B - European Single Procurement Document (ESPD)

Attached separately.

APPENDIX C - Reference Form

Core competency	The tenderer has knowledge and experience in supplying plush animals to a single client, with a contract value of at least € 50,000 per year excluding VAT, for a period of at least two years starting from January 1, 2021.
Name of referee	
Name of contact person	
Contact person's phone number	
Contact person's email address	
Explanation	<i>max 500 words</i>

Name of Tenderer	
Name of Authorized Signatory	
Position of Authorized Signatory	
Signature	
Place, Date	

APPENDIX D - Basic Assortment

Attached separately.



APPENDIX E - Program of Requirements

Attached separately.



APPENDIX F – Framework Agreement

Attached separately.

APPENDIX G - Complaints Procedure Tendering Naturalis

Version 08 MAY 2020

Article 1

1.1 A complaint is a notification from an entrepreneur who has an interest in a tender by Stichting Naturalis Biodiversity Center (hereinafter: Naturalis), in which the entrepreneur motivates that they disagree with (a part of) this tender.

1.2 Complaints may raise issues where a specific action or omission by Naturalis in a particular tender conflicts with legal provisions, guidelines, or other regulations applicable to that tender.

Article 2

2.1 Only entrepreneurs who have an interest in obtaining a specific assignment can file a complaint. This includes only:

- (potential) candidates and/or bidders;
- subcontractors of (potential) candidates and/or bidders;
- industry organizations and industry-related advisory centers for entrepreneurs.
- 2.2 Subcontractors may file a complaint provided that it does not concern the relationship between the main contractor and the subcontractor.

2.3 Anonymous complaints are not allowed. However, an industry organization may submit a complaint in its own name regarding issues in a tender procedure that are of concern to one or more entrepreneurs in the industry.

Article 3

3.1 Complaints relate to aspects of tenders that fall under the scope of the Public Procurement Act 2012. The tenders may be either European or national.

3.2 Complaints cannot concern the general procurement policy of Naturalis.

Article 4

4.1 Submitting a complaint does not automatically suspend the relevant tender procedure.

4.2 Naturalis is free to decide whether or not to suspend the relevant tender procedure.

Article 5

5.1 The entrepreneur must submit the complaint by email to the Complaints Committee for Tendering at Naturalis (hereinafter: the complaints committee) via the email address klachtenaanbestedingen@naturalis.nl.

5.2 The entrepreneur must clearly indicate that it is a complaint, specify what the complaint is about, and explain how they believe the issue could be resolved. This should address the components of the complaint as outlined in Article 1 of this procedure.

5.3 The complaint must include the date, name, and address of the entrepreneur, contact person details, and identification of the tender.

5.4 Complaints must be submitted as soon as possible, and preferably before the final submission or the waiting period, so that Naturalis can adjust the procedure if possible.

5.5 The Complaints Committee will not process a complaint when:

- A. the complaint concerns an (aspect of a) tender procedure for which it is reasonable to obtain clarification through the possibility of asking questions set out in the tender procedure, respecting the applicable deadlines;
- B. the complaint is insufficiently motivated and/or documented;
- C. the complaint concerns an (aspect of a) tender procedure that is already the subject of a legal procedure or has already been ruled upon by a court;
- D. the complaint concerns the general procurement policy of Naturalis.
- E. 5.6 If the Complaints Committee decides not to process a complaint, the entrepreneur will be notified in writing, with reasons provided.

Article 6

6.1 For each complaint, Naturalis will set up an ad hoc complaints committee consisting of one or more staff members with procurement and legal expertise who are not directly involved in the tender. If necessary, Naturalis will involve third parties to ensure the independence of the complaints committee.

6.2 The complaints committee will send an acknowledgment of receipt within two working days after receiving the complaint, stating the timeframe within which a response will be provided.

6.3 Naturalis is free to inform other (potential) candidates/bidders about the submission of the complaint.

Article 7

7.1 The complaints committee investigates the complaint. The complaints committee may request additional information from the entrepreneur and/or Naturalis. However, it is explicitly the responsibility of the parties to voluntarily provide the complaints committee with any information that may be relevant to the complaint handling.

7.2 The complaints committee will begin the investigation as soon as possible, continue it diligently, and take into account the schedule of the tender procedure.

7.3 The complaints committee will provide non-binding written advice to Naturalis on the decision to be made regarding the complaint. Naturalis is not required to share or adopt this advice with/for the complainant.

Article 8

8.1 Naturalis will decide on the complaint and will inform the complainant by email as soon as possible, providing a reasoned decision: the complaint is justified, the complaint is not justified, or the complaint is only partially justified. It will also be stated whether Naturalis will take corrective and/or preventive measures.

8.2 Other (potential) candidates/bidders will be notified of the outcome of the complaint if Naturalis deems it necessary.

8.3 Depending on the stage of the tender procedure, it may occur that the measures to be taken by Naturalis are communicated to the parties involved in the tender at the same time as to the complainant.

Article 9

9.1 At the request of the entrepreneur or Naturalis, the complaints committee may suggest that the complaint be referred to the Procurement Experts Committee for mediation or advice before a decision is made by Naturalis.

Article 10

10.1 If Naturalis has informed the entrepreneur of its decision regarding the complaint, or if Naturalis fails to respond to the complaint within a reasonable time, the entrepreneur may submit the complaint to the Procurement Experts Committee.

Thus adopted in Leiden, May 8, 2020.