



Call for Tender

‘Current Research Information System 2026’

European call for tenders

Open procedure

October 15th, 2026

Delft University of Technology

Finance Department

Procurement

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1 Introduction

The contracting authority is the legal entity Delft University of Technology with all its affiliated departments (hereinafter referred to as: TU Delft and/or the contracting authority). In accordance with the Higher Education and Research Act [Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek] TU Delft is an institution having legal personality and thereby a contracting authority. As such TU Delft is obliged to call a European tender for purchases with an estimated contract value which exceeds the applicable European threshold amounts in accordance with the Public Procurement Act 2012 [Aanbestedingswet 2012] (last amended in 2016, Bulletin of Acts and Decrees 241) (hereinafter referred to as: the Public Procurement Act), the Public Procurement Decree [Aanbestedingsbesluit] (last amended in 2016, Bulletin of Acts and Decrees 242) (hereinafter referred to as: the Public Procurement Decree) and the Proportionality Guide [Gids Proportionaliteit] and the Works Procurement Regulations 2016 [Aanbestedingsreglement Werken 2016].

You can find more information about TU Delft on the TU Delft website at www.tudelft.nl.

The purpose of the procurement procedure is to conclude, via awarding, an agreement with one (1) provider for 'Current Research Information System 2026' hereinafter 'CRIS 26'. This call for tender describes all the relevant aspects of this European open procurement procedure.

Chapter 2 provides an insight into the goal, subject and scope of the procurement. The procedure to be followed and the schedule are described in chapter 3, as is the awarding and assessment system. Chapter 4 discusses the selection criteria and deals with the grounds for exclusion and the suitability requirements for tenderers. Chapter 5 explains the additional conditions relating to the contract (Schedule of Requirements).

With a view to the award decision and the eventual conclusion of the contract, chapter 6 deals with the Schedule of Preferences that addresses the quality aspects of the procurement, as part of the 'Best price/quality ratio' award criterion. Chapter 7 is dedicated to the 'Price' element as part of the award criterion.

2 Goal, subject matter and scope of the procurement

This chapter provides a brief description of the goal, subject matter and scope of the procurement. It then examines the project organisation, followed by a description of the current and intended situation of 'CRIS 26'.

Before elaborating on these issues TU Delft emphasises, as the contracting authority, that it is committed to Corporate Social Responsibility. To that end the contracting authority's Executive Board is guided by the following statement in principle:

'TU Delft treats Corporate Social Responsibility (MVO) as a top priority and therefore subscribes to the OECD Guidelines for Multinational Enterprises (2011 version). These offer guidelines for companies on dealing with issues such as chain responsibility, human rights, child labour, the environment and corruption. TU Delft expects its suppliers to respect these guidelines.'

2.1 Subject matter of the contract and scope of the procurement

The object of this European Tender procedure is to enter into an agreement, including set up, implementation and maintenance, for a Current Research Information System (hereinafter referred to as: CRIS).

The Agreement will enter into force on the Commencement Date, starting with the implementation and migration. The commencement date of the contract is effective February 1st, 2027.

The implementation and migration must be successfully completed on June 30th, 2027, as of per July 1st, 2027 the term of the license will begin. The Agreement, in particular and hereinafter the license, will continue in force for three (3) years and will end by operation of law after the lapse, termination or dissolution of this period. The contracting authority has the right, but explicitly not the obligation to extend this Agreement. This Agreement (license) may be extended for a maximum of five (5) extensions of one (1) year. Hence, the maximum Term can be eight (8) years.

The expected contract value is approximately €600.000 excluding VAT (including intended contract renewal) accordingly. The contract value is based on the average expenditures per annum of approximately €75.000 excluding VAT. The current population is approximately 3100 active users.

Increase of the population and/or annual inflation price are not taken into account. No rights may be derived from the calculation made.

2.2 About the TU Delft

Delft University of Technology (Technische Universiteit Delft - TU Delft - TUD) is a multifaceted institution offering education and carrying out research in the technical sciences at an internationally recognised level. Education, research and design are strongly oriented towards social applicability. TU Delft has risen steadily in international rankings and is now one of the top 20 universities in Europe, and one of the top 60 universities of technology worldwide (THE and QS). TU Delft contributes recognised global research leadership in fields as diverse as Quantum Nano, Bio-Nano, Civil Engineering, Maritime Technology, Architecture, Transport, Water Management, Aerospace Technology and Robotics.

Top education and research are at the heart of the oldest and largest technical university in the Netherlands. Our more than 28.000 students and 6.000 employees share a fascination for science, design and technology. Our common mission: impact for a better society. Our eight (8) faculties offer 16 bachelor's degrees and more than 30 master's programmes with different tracks. For more detailed and substantive information about TU Delft and its faculties and services, please visit the university's website: www.tudelft.nl/en

The assignment for this Tender is issued by the TU Delft Library. It is one of the University's Corporate Offices. The Library is responsible for a wide range of services, including those for research. As well as managing the university CRIS and the related institutional repository, the Library runs services relate to research data and software management, open access and publication and collections management. The library also manages the university's Open Science Programme.

For TU Delft Library, high-quality Research Information Management (RIM) is of great importance. This involves comprehensive and accurate data collection and curation of research outputs; ensuring this data is interoperable and easily importable and exportable; offering this data in support of individual and institutional decision-making; the availability of user-centred services that make use of this data; and all supported by clear governance. It is essential for researchers for making their output more, findable and accessible, and for giving them better quality data to understand the progress and impact of their research. It is also essential for the university as a whole: a means to support strategic decision-making about research, for instance in monitoring research performance and impact, aligning research activities with institutional priorities and informing funding strategies and policy development. Good RIM aligns with TU Delft Library's belief in Open Science and helps promote transparency and reproducibility; supports wide public access to research outputs; and enables collaboration across disciplines and institutions.

Research Information Management is also part of a wider public good - being able to openly share high-quality data about research provides a better social understanding of the impact of research on a national and international level. The university's commitment to the Barcelona Declaration on Open Research Information, and to the Declaration on Research Assessment is a demonstration of this, as is the involvement in various other community groups.

2.3 Description of current situation

TU Delft currently uses Elsevier's Pure as its CRIS to manage and report on a wide range of academic outputs, including publications, datasets, software, activities, and collaborations – all related to staff from TU Delft. Library staff do the bulk of data entry, much of it via automatic harvesting from sources such as Scopus and Dimensions. Library staff also make manual entries and improve the quality of the metadata. Other staff in the university (both researchers and support staff) may also occasionally upload content manually to the CRIS.

The system supports internal reporting and compliance monitoring related to research outputs and related information. The CRIS is integrated with other institutional systems such as the HR system, the institutional repository, and a data warehouse which centralises university data from a variety of sources.

It also makes outputs publicly visible through the TU Delft Research Portal (currently Pure portal) and through personal profile pages accessible from the university's main website.

2.4 Description of intended situation

The current procurement process aims to identify a future-proof CRIS solution that aligns with TU Delft's evolving needs, including enhanced interoperability, improved metadata quality, and support for a wider range of research outputs. The system must facilitate the management of high-quality data related to research information, robust data integration with other sources, reporting tools, while ensuring compliance with national and international standards. TU Delft wants to continue to build a high-quality collection of academic (research) outputs that is indicative of the TU Delft academic vision, goals and ambitions over the course of time. The CRIS is the system in which this collection is managed and distributed to other sources, and it serves as a reliable single resource for current and previous TU Delft outputs. This enables the sharing of metadata within the broader infrastructure of TU Delft, as well as internal reporting, analysis and dissemination. It also facilitates access to and sharing of this metadata for a variety of purposes, both inside and outside TU Delft.

And many of the core tasks of the CRIS in the intended situation remain the same:

- The ability to automatically import metadata and files from a range of sources and record its provenance.
- The ability to create, upload and edit data, primarily by library specialists, secondly by faculty information coordinators, via bulk actions by the system admin and occasionally, manually by researchers themselves.
- Integration with other data sources, both in terms of importing data (such as university HR details) and automatic exporting of data to the Institutional Repository and the university Data Warehouse.
- The ability to create reports based on the underlying data.
- For at least the next three (3) years, TU Delft also wishes to continue with an online portal as a means of making information about the outputs publicly accessible.

Over the next two to three years, TU Delft is exploring new challenges related to the management of research information. This shift is driven by the need to firstly respond to evolving academic and policy requirements, particularly in the context of national programmes such as the Dutch Rewards and Recognition and the Strategy Evaluation Protocol; and secondly to provide researchers, executives, managers and administrative staff with the tools to improve the usability, discoverability, and governance of research outputs.

An additional context is the growth of AI as an aid to reduce repetitive tasks. In the intended situation, TU Delft can make use of AI to both accelerate the creation of more detailed, complete and accurate metadata and the process of managing that metadata.

This creates some new requirements for the CRIS. In particular, the ability to:

- Automate repetitive tasks, thus improving metadata quality and increasing the efficiency of CRIS managers and administrators.
- Seamlessly integrate between the CRIS and the TU Delft Institutional Repository; with synchronisation of the metadata from CRIS to the Repository, storage of the *content files* in the Repository and a reference link to the Repository in the CRIS (no duplicate files stored in the CRIS). The current set up of this synchronisation works with a pull from our (bespoke) Repository using the CRIS API. This is effective, but we are open to other synchronisation mechanisms the Tenderer might propose.
- Register other forms of academic output, and to do so according to established national and international standards.
- Improve quality assurance features around the metadata to verify data, find missing data and content, remove duplications, and link publications to specific projects.
- Connect with more or new implementations of internal systems: pre-award system, finance system, PhD Theses monitoring system.

The intended situation is illustrated in Figure 2: Data exchange model CRIS intended situation.

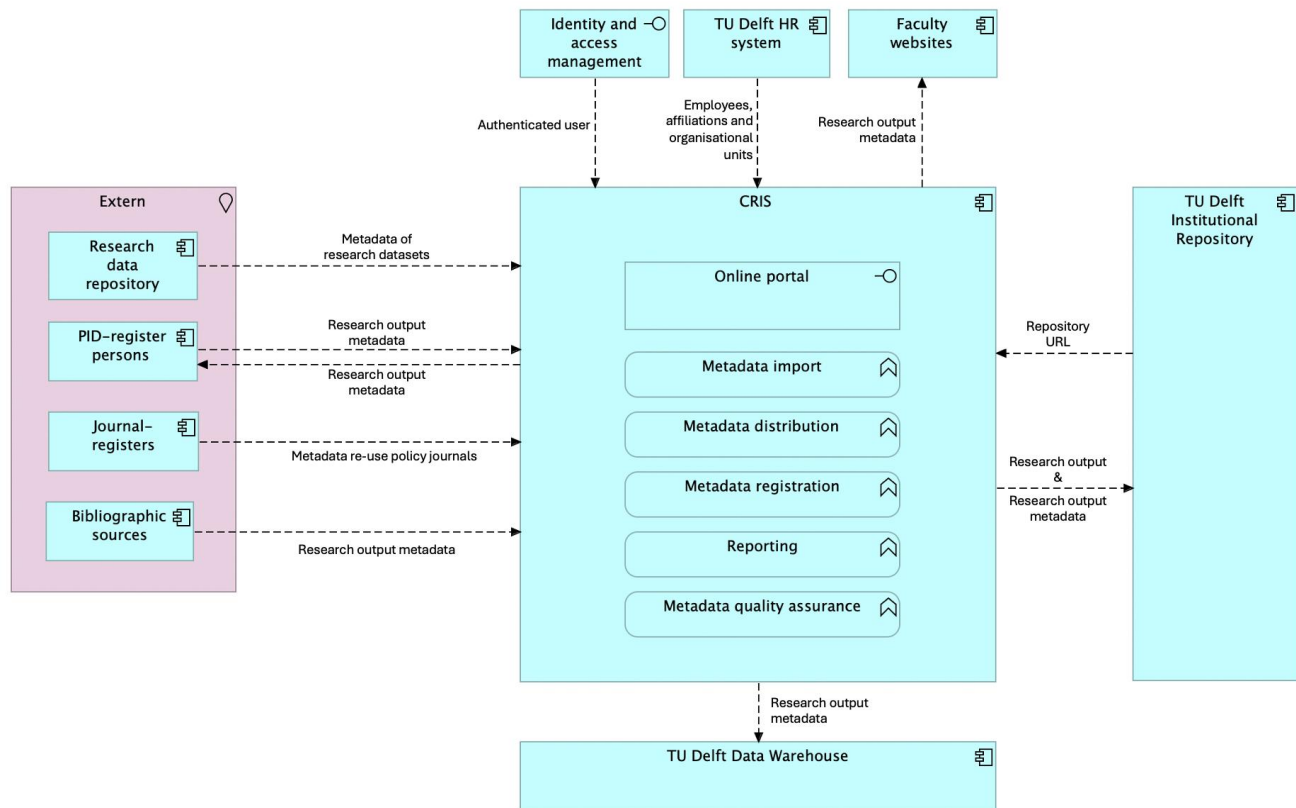


Figure 2: Data exchange model CRIS intended situation

2.5 Description of project organisation and project team

The project team led by the Procurement Project Manager coordinates and supervises the procurement procedure and reports on this process to the internal customer.

Within the project team both procurement expertise and material expertise within the contracting authority's organisation are involved in a balanced manner in the creation of the procurement documents and the evaluation of the tenders.

2.6 Future requests

TU Delft is interested in building richer researcher profile pages on the university's website and to reposition public facing information (currently the Portal) more as a showcase for expertise and as an expert finder, while the current portal functionality of searching and browsing for content shifts to the institutional repository. This means that although the portal functionality is part of this procurement, TU Delft wants to be able to optionally include (or exclude) this portal functionality when extending the Agreement after the initial three (3) years as specified in section 2.1. The Tenderer must therefore separately specify the price for this portal in the price list, see Chapter 7.

2.7 Declaration of agreement for the record of the 'Goal, subject matter and scope of the procurement'

The Tenderer must indicate on the TenderNed platform that it agrees to, for the record, the information contained in chapter 2: 'Goal, subject matter and scope of the procurement'. Omission of this declaration of agreement can lead to exclusion from participation in the procurement procedure.

3 Schedule, procedure and awarding and assessment system

This chapter explains the procurement procedure and the schedule.
It also clarifies the awarding and assessment system which applies to the present call for tenders.

3.1 General information

3.1.1 Contact person

The contact person for this call for tenders is the Procurement Project Manager of the Finance department:

Delft University of Technology
Finance Department
Procurement
Mrs. I.S. Bakker
PO Box 5
2600 AA Delft
Tel.: +31 (0)15 278 8577
email: procurement@tudelft.nl

3.1.2 Electronic call for tenders

The call for tenders will take place digitally using a special online platform set up and supported by TenderNed. The publication on Tenders Electronic Daily (TED) will also take place on the platform.

Anyone who requires assistance with using the TenderNed Nederland platform or has any system-related questions should contact:

Servicedesk TenderNed

+31 70 379 88 99
<https://www.tenderned.nl/cms/nl/contact/mailen>

3.2 Open procurement procedure

The open procedure is a procurement procedure in a single round. The call for tenders is open to the public. Any interested party can bid directly. The contracting authority may stipulate that the contract will only be granted to tenderers that fulfil its set suitability requirements. The contract is awarded on the basis of the tender. The contracting authority is not allowed to negotiate with tenderers regarding the tenders submitted.

3.3 Schedule

This paragraph clarifies the procurement procedure schedule. The dates and deadlines laid down in the schedule are based on relevant provisions in the Public Procurement Act, meaning that the deadlines in question are generally statutory minimum deadlines. If the contracting authority is forced by circumstances to change the deadlines or the dates, it will inform the tenderers to this effect on time via the TenderNed platform.

Activity	Date
Publication date of the announcement of the contract via TenderNed	October 15 th , 2026
• Submission of initial clarification questions • Date of publication of the first Information Notice (possible multiple rounds of questions and Information Notices) • Clarification (Teams)meeting of the first Information Notice (optional)	October 22 nd , 2026 October 29 th , 2026 November 3 rd , 2026 at 14:00 CET

• Publication of final Information Notice	November 13 th , 2026
Final deadline for submission of tenders	November 24 th , 2026 at noon
Date of announcement of provisional award decision or rejections	December 17 th , 2026
Suspensive period (standstill period)	December 18 th , 2026 until January 6 th , 2027 included
Verification meeting	January 5 th , 2027
Date of announcement of final award	January 7 th , 2027
Agreement commencement date	February 1 st , 2027

The following paragraphs describe the procurement procedure.

3.4 Clarification questions and Information Notice

Tenderers may submit clarification questions regarding the content of the Call for Tender and its appendices, including the draft agreement, the AIV, the rationale for requirements, and any perceived inconsistencies or ambiguities. Questions must be submitted through the TenderNed question-and-answer module. When submitting a question, tenderers must refer to the relevant document and/or paragraph.

Tenderers are expressly invited to use the clarification phase to raise any objections, concerns, requests for amendments, proposed deviations, or alternative wording relating to the procurement documents, including the draft agreement and the AIV. The clarification phase is intended to provide all tenderers with an equal and transparent opportunity to discuss and clarify such matters before submitting a tender.

Any objections, comments, or proposed deviations that are not raised during the clarification phase may be regarded as having been waived, and failure to raise such matters may be interpreted as acceptance of the relevant provisions.

Tenderers are kindly requested not to wait until the last moment before submitting questions. Questions may be answered at various points in time. If considered necessary, the Contracting Authority may organise one or more additional rounds of clarification questions.

The Information Notice(s) and all responses provided during the clarification phase form an integral part of the procurement documents and must be taken into account when preparing and submitting a tender.

In the event that a consortium, as referred to in § 'Consortium or involvement of (a) third party/parties' in chapter 4, submits a tender, the clarification questions will be drawn up and submitted by the coordinator as the formal tenderer.

Optional Information Meeting

After publication of the first Information Notice, TU Delft may organize an optional information meeting to provide a verbal explanation of the answers and clarifications issued. Participation is voluntary. Any information that may affect the tender procedure will be documented and made available to all Tenderers to ensure equal treatment and transparency.

Registration for the Information Meeting should be done by sending a message to the contact person of the Contracting Authority, via the messaging module in TenderNed. The tenderer should include the following details in the message:

- Name(s) and position of representatives
- Email address of the representative

Deadline for registration is November 2nd, 2026 at noon.

3.5 Submission of the tender

The required documents will be submitted and information exchanged in an entirely digital way using the TenderNed platform. Tenders which are (also) submitted in paper form will be returned unopened to the tenderer. Documents submitted in this way will be regarded as not having been submitted.

Questions which are relevant to the submission of the tender, and which must be answered by the tenderer are included on the TenderNed platform. All of these questions must be answered. The way in which the questions have to be answered may differ per question. For example, questions can be answered by selecting the right option (for example yes/no) and/or by uploading the requested documents/forms. If the question relates to an information appendix or if a form has to be filled in, the relevant document is included with the question. Forms must always be completed in full and uploaded as .pdf document, unless indicated otherwise.

The tender must have been uploaded and submitted to the TenderNed platform in accordance with the set (form) requirements by the closing date for submitting tenders. Until that point in time tenderers can amend, supplement and perfect their tenders. As from that point in time the tender will be closed for the tenderer and the contracting authority will be able to open the tender (and the documents).

In the information appendix entitled 'Submitting documents' the contracting authority has included an overview of which documents have to be submitted with the tender and which have to be submitted after the provisional award by the tenderer that has been provisionally awarded the contract.

3.6 Selection study

3.6.1 Assessment of completeness

The contracting authority first assesses whether the submitted tenders are complete. The selection committee verifies whether the uploaded documents and prescribed formats are complete and have been submitted in accordance with the applicable requirements.

3.6.2 Check against the selection criteria (general selection criteria)

The contracting authority then checks whether the tenderer fulfils the stipulations in chapter 4 'Grounds for exclusion and selection criteria (suitability requirements)'.

3.6.3 Apparent errors (remedy of default)

After opening the tender, the contracting authority reserves the right to have the tenderer remedy or clarify apparent defects, obvious omissions or ambiguities. This means (minor) defects in the tender which can be easily rectified without, however, the tender undergoing any substantial change. The tenderer will have to respond to this by the set deadline. The additions and/or improvements to rectify errors will then be an inextricable part of the tender. If the requested response is not provided, or is not provided on time or in full, this will lead to exclusion from further participation in the procurement procedure.

3.6.4 Defective tender (remedy of defects)

Based on the principle of equal treatment it follows that it will not be possible to accept tenders which do not fulfil the set requirements as described in this Invitation to tender. Failure to comply with the specifications will, as a rule, result in the tender becoming invalid or irregular. Although the possibility of remedying a defect is generally not compatible with this principle, the failure to comply with the specifications may, under circumstances, reasonably lead to remediation, if this does not lead to distortion of competition. In this context a distinction must be made between:

- defects due to non-fulfilment of content-related requirements;
- defects which are purely procedural in nature, such as a late or incomplete tender.

Defective tenders like this are generally not eligible for awarding. Missing documents, incompleteness in terms of providing information or other items, the failure to meet the set requirements, etc. will generally lead to exclusion from further participation. The contracting authority is obliged to make limited use of the possibility of the remedying of defects.

3.7 Awarding and assessment system

This paragraph describes the process of reaching the award decision. It focuses on the assessment system, the way in which the content of tenders is assessed and the possibilities in terms of allocating points.

3.7.1 Award criterion

The contracting authority awards the contract on the grounds of the 'Best price/quality ratio' award criterion. In doing so the weighting for the 'Quality' element is 85% and the weighting for the 'Price' element is 15%. The maximum total number of points available for 'Quality' and 'Price' is 1000 points. With due regard for the above weighting criteria this means a maximum of 850 points for 'Quality' and 150 points for 'Price'.

3.7.2 Assessment of the 'Price' element

The next step in the procedure is to assess the 'Price' element. This is done independently of the assessment of the 'Quality' element. The 'Price' element is assessed by the Procurement Project Manager, supported as necessary by a specific financial expert.

The contracting authority assesses the 'Price' element by applying the following formula with due regard for the stipulations in Chapter 7 Price.

Price component 1: Annual license fee

$150 \text{ points} - (((\text{quoted price} - \text{lowest price}) / \text{lowest price}) \times 150 \text{ points}) = \text{total number of points obtained}$

Price component 1 is one component, however consists of three user groups: researchers, editors and admin. Per user group one price is required. All prices will be summed and set as one total price for the applicable component. The total price will be used for assessment.

Per price component the lowest tender serves as the point of departure for application of the formula. The outcome has a lower limit of 0 points.

Price component 2: Implementation and migration

The Contract Authority has a fixed budget for implementation and migration. Submitting a deviated fee is possible, however this price component will not be assessed by means of awarding points to assure equal treatment.

Price component 3: Portal functionality

The Contracting Authority wishes a separate price for the Portal functionality as described in Paragraph 2.6., however these will not be assessed by means of awarding points.

The table below shows the price components and the maximum number of points available per price component:

Description of price	Maximum number of points available
Price component 1: Annual license fee	150
Price component 2: Implementation and migration	
Price component 3: Portal functionality	
Total points available	150

The score per price component achieved by each tenderer is added up to give the total score for the 'Price' element. The total score is rounded off to a whole number.

When provisionally awarding the contract the contracting authority only communicates the total score for the 'Price' element.

3.7.3 Assessment of the 'Quality' element (Schedule of Preferences)

The 'Quality' element is assessed by individual assessors on a strictly personal basis, without any mutual consultation or coordination. They will comply with the general instructions in the assessment protocol in

order to achieve the highest degree of objectivity. For that reason the individual assessors will be unaware of the submitted price.

With due regard for the criteria in the Schedule of Preferences (chapter 6) points will be allocated per preference in accordance with the tables below for 'points allocation' and 'weighting factors' (the assessment system).

Points allocation table	
Points	Explanation
0	Zero points. In the assessor's opinion the tenderer does not provide a response to the preference, or has completely ignored the preference.
4	In the assessor's opinion the tenderer does not focus sufficiently on the requested elements and aspects from the point of view of content and relevance. The tenderer does not take sufficient account of the set points of departure of this call for tenders. There is insufficient alignment with the preference(s) of the contracting authority.
6	Although the tenderer focuses sufficiently on the requested elements and aspects from the point of view of content and relevance, in the opinion of the assessor that focus is too limited. The tenderer takes sufficient, but too limited, account of the set points of departure of this call for tenders. There is partial but sufficient alignment with the preference(s) of the contracting authority.
8	In the assessor's opinion the tenderer focuses properly on the requested elements and aspects from the point of view of content and relevance. The tenderer takes proper account of the set points of departure of this call for tenders. There is proper alignment with the preference(s) of the contracting authority.
10	In the assessor's opinion the tenderer focuses very well on the requested elements and aspects from the point of view of content and relevance. The tenderer takes full account of the set points of departure of this call for tenders. There is excellent alignment with the preference(s) of the contracting authority.

Table of weighting factors		
Description of 'Quality' criterion	Weighting factor	Maximum points available
Functionalities – User stories	45	450
Implementation Plan	25	250
Innovation Plan	15	150
Total points available		850

The assessment system is clarified below:

- Each assessor allocates points per preference in accordance with the 'Points allocation table' and also provides a written justification.
- The number of points allocated per assessor per preference is multiplied by the corresponding weighting factor in the 'Table of weighting factors'. This gives a score per individual assessor for each preference.
- The individual scores and written justifications are discussed in a joint meeting of the assessors (the assessment committee).
- All individual scores are added up per preference and divided by the number of assessors. This gives the average score per preference. The average scores are rounded off to one decimal. The committee also assesses the justification.
- The average scores of all preferences are added up per tender to create a total score per tenderer for the 'Quality' element. The total score for the 'Quality' element is rounded off to a whole number.

When provisionally awarding the contract, the contracting authority communicates the tenderer's average scores and the total score for the 'Quality' element.

If the total score for the 'Quality' element is below the minimum score of 450 points, the tender will be discarded.

3.8 Result of assessment and award recommendation

The outcomes of the process are discussed and determined by the project team. The scores for the 'Quality' and 'Price' elements per tenderer are added up to give the total score. The tenderer with the highest total score will have offered the 'Best price/quality ratio' and will be the provisionally winning tenderer.

If the situation arises that two or more tenderers have exactly the same highest total score, the decision regarding which of them is to be awarded the contract will be based on the weight of the preferences. The tenderer with the highest score for the preference with the highest weighting factor, namely Quality criterion 1: Functionalities, will be awarded the contract. If tenderers have achieved an identical score for this preference, the focus will shift to the preference with the second highest weighting factor, namely preference Quality criterion 2: Implementation Plan, etc. If the same score is achieved for all preferences, lots will be drawn by the civil-law notary to determine which of them is to be awarded the contract. The civil-law notary will be designated by TU Delft.

The result will be reported to the internal customer within the organisation of the contracting authority by means of the contract award report, which will include the substantiated award recommendation. If the award recommendation is approved by the internal customer, this decision will become a provisional award decision which will be communicated to all tenderers involved.

3.9 Provisional award decision

Once the assessment of the tenders has been completed, the provisional award notification will be sent with the announcement of this decision to both the winning and the rejected tenderer(s). When provisionally awarding the contract, the contracting authority communicates the total scores achieved for the 'Quality' and 'Price' elements of the tenderer in relation to the tenderer(s) that has/have been awarded the contract. In addition, a justification will be presented per preference in relation to the scores achieved.

Awarding takes place subject to the explicit qualification of:

- the result of the check of the supporting documents for grounds for exclusion and suitability requirements;
- approval by the Executive Board of the contracting authority.

If there is otherwise reason to do so, the contracting authority reserves the right to refrain from awarding the contract (provisionally or otherwise).

The notification by the contracting authority of the provisional award decision does not imply acceptance of the tenderer's bid as referred to in Article 6:217 paragraph 1 of the Dutch Civil Code.

3.10 Check of supporting documents after provisional award

The check of the supporting documents concerns only the 'provisional tenderer that has been awarded the contract' and takes place after announcement of the provisional award decision. The law prescribes that the supporting documents cannot be requested any earlier than after the provisional award decision.

The tenderer has declared, using the 'European Single Procurement Document' (ESPD), that specified grounds for exclusion do not apply to it and that it fulfils the stipulated suitability requirements.

There may be grounds, at the discretion of the contracting authority, for stipulating that supporting documents submitted in this way require further clarification or supplementation. The 'tenderer that has been provisionally awarded the contract' will be given an opportunity to respond. The clarification or the supplementation will generally relate to apparent inconsistencies and omissions, referred to in § 'Apparent errors' elsewhere in this chapter. The contracting authority will provide reasons for such a request. If, following a check of the supporting documents, the contracting authority is of the opinion that the tender is defective (see § 'Defective tender' elsewhere in this chapter), the tender will be regarded as invalid as from the moment of formal submission.

If the provisionally awarded tender is declared invalid, this can have consequences for the score and points allocation of the 'Price' element and the ranking as the basis of the provisional award decision. The contracting authority will consider and assess these consequences and take a new provisional award decision as necessary.

3.11 Right to decide to discontinue the call for tenders

Circumstances may provide grounds for the contracting authority to discontinue the call for tenders wholly or partially and temporarily or definitively and not to award the contract. The contracting authority will communicate such a decision and provide reasons.

3.12 Suspensive period (standstill period)

The contracting authority will observe a suspensive period of at least 20 (twenty) calendar days starting on the day after the date on which the notification of the provisional award decision is sent to the tenderers involved.

Every tenderer involved who does not agree with this decision can appeal against it within the above-mentioned period in interim injunction proceedings before the judge in preliminary relief proceedings in The Hague.

This is done by serving a summons on the contracting authority:

Delft University of Technology
Legal Services
Stevinweg 1, 5th floor
2628 CN Delft

In the interest of rapid and proper progress the tenderer who institutes interim injunction proceedings is urgently requested to inform the contact person of the contracting authority to that effect immediately by sending a copy of the summons via the TenderNed platform messaging module. The contracting authority will then inform the other tenderers via the TenderNed platform that interim injunction proceedings have been instituted.

A joinder claim or interpleader summons must be submitted to the competent court as soon as possible, but by no later than before the day on which the interim injunction proceedings are heard. In principle the contracting authority will wait for the judgement in interim injunction proceedings before proceeding with the final award.

If none of the interested tenderers institute interim injunction proceedings against the award decision within the suspensive period and the verification of the grounds for exclusion and suitability requirements does not reveal any irregularities, the contracting authority will consider itself free to award to the winning tenderer and to conclude an agreement with this tenderer. The right to take legal action against all the above and/or base any claim for compensation thereon, or any other claim whatsoever, will then lapse.

3.13 Preconditions

This concerns procedural requirements and content-related guidelines for making a valid tender.

3.13.1 Single submission

A tenderer is only allowed to tender for the present call for tenders once, either individually, or as a member of a consortium, or on a subcontracting basis.

If a tender is submitted as a consortium or combination, the following additional provisions apply:

- The consortium as a whole must fulfil all suitability requirements.
- The members of the consortium agree to accept the joint and several liability (of all members of the

consortium) for the complete and correct fulfilment of all commitments vis-à-vis the contracting authority resulting from/connected to the contract in the event that it is awarded.

- The members of the consortium must each fill in a complete ESPD individually and submit it with the tender. The ESPDs submitted in this way will jointly constitute formal proof of the tender.
- The contracting authority will not impose any requirement in advance with regard to the legal form of this combination of businesses. However, the contracting authority can require that the consortium takes on a certain legal form if this is essential for the proper execution of the contract. The (eventual) legal form of the consortium is to be included in the agreement.

3.13.2 Forms and information appendices

All forms and information appendices are an integral part of the Invitation to tender. Both types of documents serve as the basis for the call for tenders. The contracting authority will disclose changes to the procurement documents during the procurement procedure by means of the Information Notice and will, as necessary, add the new version of the document as an appendix to the Information Notice.

3.13.3 Unrealistic or manipulative tender

It is prohibited to submit an unrealistic or manipulative tender. A tender may be manipulative if - as a consequence of a misunderstanding by the tenderer of certain assumptions of the contracting authority - the assessment system is manipulated in such a way that the intended goal, such as adopting a realistic position, is impaired. An unrealistic or manipulative tender is invalid and will be set aside. A tender is, in any event but not exclusively, manipulative and/or unrealistic if:

- one or more tariffs are offered which, when seen in isolation, are not in line with the market and/or are not realistic;
- the tariffs do not have a structure/coherence which is usual in the sector;
- one or more tariffs frustrate the formula used;
- there are negative or zero tariffs.

3.13.4 Confidentiality and communication ban

The principle of objectivity and equal opportunities for tenderers implies that (employees of) the contracting authority and (employees of) the tenderer are not allowed to have contact concerning and/or make any comment on the tender and call for tenders other than via the designated contact of the contracting authority.

This rule of conduct applies from the moment that the call for tenders is published, or so much earlier from the time the contracting authority has explicitly expressed its opinion on the communication ban, until after the moment at which the final award is announced. Violation can lead to exclusion from further participation in the procurement procedure. The ban does not extend to contact between a tenderer that is already party to the contract and belongs to the circle of current suppliers of the contracting authority and staff of the contracting authority concerning current matters pertaining to existing contractual relationships and contracts.

3.13.5 Award notice

The contracting authority is not obliged to publicise internal documents, such as the judgement of individual assessors, the results such as assessments and/or scores awarded, internal recommendations in the context of assessment and the internal contract award recommendation, except in accordance with the statutory provisions of the Public Procurement Act.

3.13.6 Language

The tender must be drawn up in English. All interactions and other communication about the tender, the procurement procedure and the execution of the (framework) agreement will take place in English. Tenderers that do not comply with this requirement will be excluded from further participation in the procurement procedure.

3.13.7 Amounts

Amounts must be stated in euros excluding turnover tax, unless indicated otherwise.

3.13.8 Period of validity of the tender and non-binding tenders

The tenderer must fulfil the tender and its offer within a period of one hundred and twenty (120) days - counting from the deadline for submission of the tender. In the event that civil interim injunction proceedings are instituted against the award decision, the period of validity will end 35 calendar days after the day on which the court in the first instance gives a judgement, insofar as this period ends later than the period in the first sentence.

A non-binding tender and/or offer made subject to a reservation by the tenderer, or to which the tenderer binds its own conditions/principles, will always be rejected and disregarded as an invalid tender and/or offer.

3.13.9 Ownership of submitted tender

The submitted tenders will become the property of the contracting authority. After completion of the procurement procedure the contracting authority will archive a copy of each tender in the procurement dossier.

3.13.10 Deriving rights from data

The tenderer may not derive any future rights or purchase obligations on the part of the contracting authority from the turnover and volume data provided in the Invitation to tender and/or the appendices. This data is indicative and based on historical company data.

3.13.11 Intellectual ownership of the invitation to tender

Barring any exceptions subject to the Copyright Act, no part of this Invitation to tender or the appendices may be reproduced by means or print, photocopying, scanning, microfilm etc. for any purpose other than the objective of this call for tenders without the prior written consent of the contracting authority.

3.13.12 Subsequent contracts

No right to subsequent contracts can be derived from the awarding and issuing of the commission through conclusion of the contract, unless the contracting authority decides otherwise.

3.13.13 Contradictions and/or inconsistencies

The present Invitation to tender and corresponding appendices have been drawn up with great care. If they nevertheless contain apparent errors, omissions, or contradictions, the tenderer must report these or ask relevant questions to the contracting authority in good time before the end of the registration period, so that the contracting authority can rectify any errors, omissions or contradictions on time. If the tenderer fails to do the above and only points out errors, omissions, or contradictions later, despite the fact that it was aware, or should have been aware, of said errors, omissions or contradictions, the consequence of this may be that the tenderer can no longer invoke any (objections) procedure, for example against the (intended) award decision.

3.13.14 Procurement complaint handling

During a procurement procedure it may be that tenderers are dissatisfied with the way a procurement procedure has been handled. This may result in a complaint. The contracting authority is expected to make an effort to deal with such a complaint at an early stage and resolve it on the basis of mutual consultation if possible so that the complaint does not needlessly have to be submitted to the court. Misunderstandings, unintentional errors and wrongly stipulated requirements in the call for tenders can then be rectified without things escalating. In order to achieve this the contracting authority will use the 'Procurement complaint handling regulations' which describe the procedure to be followed and contain information to help determine whether a complaint actually exists. The regulations are available as an information appendix on the TenderNed platform.

3.14 Declaration of agreement of the 'Schedule, procedure and awarding and assessment system'

The tenderer must indicate on the TenderNed platform that it agrees to the information contained in chapter 3 'Schedule, procedure and awarding and assessment system'. Omission of this declaration of agreement can lead to exclusion from participation in the procurement procedure.

4 Grounds for exclusion and selection criteria (suitability requirements)

In this chapter the contracting authority formulates the grounds for exclusion and selection criteria (suitability requirements) which apply to the present call for tenders. The grounds for exclusion and selection criteria (suitability requirements) are based on the European Single Procurement Document (ESPD).

The ESPD is the legal supporting document with which the tenderer declares that it fulfils the suitability requirements included in this chapter and that the grounds for exclusion do not apply to the tenderer. The contracting authority must use the ESPD pdf form for the present call for tenders. The tenderer fills in the sections of the declaration as indicated in advance by the contracting authority. This relates to parts II to VI of the ESPD.

The ESPD which is applicable to this call for tenders is available on the TenderNed platform. The ESPD also serves as formal proof that the tender application has been submitted.

NB: the form will, on several occasions, automatically fill in answers which are positive for the tenderer. The tenderer is always responsible for checking whether these answers are correct.

The ESPD form must be submitted **with the tender**.

4.1 Details about the procurement procedure and the contracting authority (part I of the ESPD)

Part I has already been filled in by the contracting authority.

4.2 Details about the entrepreneur (part II of the ESPD)

In part II of the ESPD the tenderer fills in a number of details about their business.

A. Details about the entrepreneur

The tenderer must answer and fill in this part in full.

B. Information about the entrepreneur's representatives

Part B only has to be completed in the event of any deviation from the power of representation as included in the trade register of the Chamber of Commerce. What is more, a separate signed power of attorney is then required from the authorised representative.

C. Information on reliance on capacity of other entities

The tenderer must indicate the reliance per entity here. In addition, all entities must separately submit an ESPD whereby only parts II A and B, part III and part VI should be filled in.

D. Information on subcontractors on whose capacity the entrepreneur does not rely

Part II D does not need to be filled in for this call for tenders.

4.3 Grounds for exclusion (part III of the UEA)

The grounds for exclusion are stated in part III of the ESPD. These are divided into 3 sections, namely:

A. 'Grounds relating to criminal convictions'

The tenderer must answer and fill in this part in full.

B. 'Grounds relating to the payment of taxes or social security contributions'

The tenderer must answer and fill in this part in full.

C. 'Grounds relating to insolvency, conflicts of interest or professional errors'

The tenderer must answer and fill in this part in full.

The grounds for exclusion selected by the contracting authority are all declared to be fully applicable.

4.4 Selection criteria (suitability requirements) (part IV of the ESPD)

In part IV of the ESPD the tenderer must declare that it agrees to the selection criteria (suitability requirements) described in this paragraph. These are the suitability requirements as stated in the Public Procurement Act 2012. The contracting authority has divided the suitability requirements into the following 4 sections:

- A. Suitability
- B. Economic and financial capacity
- C. Technical and professional expertise
- D. Quality assurance regulations and standards relating to environmental management

The applicable suitability requirements are clarified in more detail in the following subparagraphs.

4.4.1 A. Suitability

The contracting authority requires the tenderer to fulfil the following prescribed suitability requirements:

4.4.1.1 *Registration in a trade register*

The tenderer is registered in a trade register that is maintained in the member state in which the entrepreneur is established, as described in Annex XI to Directive 2014/24/EU. Entrepreneurs from certain member states must, however, fulfil other requirements referred to in that annex.

In addition to the stipulations in the ESPD the excerpt must fulfil the following requirements:

- It must be up to date and not older than six months, counting from the final tender submission date.
- The excerpt must unequivocally show the tenderer's legal authority to represent. If this is impossible, a copy of a sufficient, signed power of attorney can also be enclosed. The excerpt from the trade register must also show the authority of the mandator.
- In order to verify the authority to represent the tenderer must submit a valid and certified excerpt¹ of registration in a trade register. The term 'certified' means that the excerpt is accompanied by a signature from an official at the relevant trade register.

The excerpt of registration in a trade register must be submitted **simultaneously with the tender**.

4.4.1.2 *Certificate of Conduct for Procurement [Gedragsverklaring Aanbesteden] (GVA)*

The GVA is a declaration by the Minister of Justice and Security stating that an investigation into the natural person or legal entity concerned has not revealed any objections as regards registering and tendering for government contracts, special sector contracts, concession contracts for public works and/or services or competitions. (A) tenderer(s) that has/have been provisionally awarded the contract must submit a valid GVA **after the provisional award** as a supporting document showing that the grounds for exclusion do not apply to it/them.

Because the turnaround time of an application varies from a minimum of 4 weeks to 8 weeks it is advisable to apply for the GVA on time. It is the responsibility of the tenderer(s) that has/have been provisionally awarded the contract to obtain a valid GVA on time. The GVA must not be older than two years when the tender is submitted. Failure to submit the GVA will lead to unconditional exclusion from the procurement procedure.

For further information about the GVA the contracting authority refers to the site of the Ministry of Justice and Security (www.justis.nl).

Foreign companies that do not have a Dutch subsidiary cannot apply for a GVA. If a tenderer is established in a country that does not issue a GVA or an equivalent form, the tenderer must submit a declaration in which the tenderer solemnly declares under oath that the grounds for exclusion do not apply to the business. The declaration must be made in the presence of a competent legal or administrative authority, a civil-law

¹ The 'excerpt' can consist of a combination of excerpts

notary or a competent professional organisation in the country in question and be addressed to the contracting authority.

4.4.2 B. Economic and financial capacity

The requirements for economic and financial capacity have a broad meaning. They serve to enable an estimate to be made as to whether unforeseen problems may arise during the contract period which jeopardise the continuity of the tenderer's business operations and imply the risk that the tenderer is no longer able to fulfil the agreed obligation(s) associated with (executing) the contract. The contracting authority formulates a number of additional suitability requirements relating to economic and financial capacity.

4.4.2.1 Insurance against professional risks

The tenderer must be insured for entrepreneurial risk in the form of professional and corporate liability. The tenderer must be able to provide a copy of a valid liability insurance document (copy of the policy), or a declaration from its insurance company indicating that cover is provided for its liability risks.

On the basis of experience the contracting authority is of the opinion that, given the nature and content of the contract, a minimum cover of € 1.000.000,-- per event for both professional as well as corporate liability.

The tenderer is obliged to have adequate insurance throughout the term of the contract. In the event of any changes to the insurance circumstances the tenderer must inform the contracting authority.

Supporting document: Insurance certificate (only applies for the 'tenderer(s) that has/have been provisionally awarded the contract')

The tenderer must submit a copy of the policy or the declaration from the insurance company as supporting document **after the provisional award**. Failure to submit this supporting document (on time) will lead to unconditional exclusion.

4.4.3 C. Technical and professional expertise

The technical and professional expertise requirements relate to the extent to which the tenderer can be expected to be able to perform the actual work properly. The following suitability requirements link up with the core competencies which are essentially important for performing contracts. On the basis of supporting documents (descriptions, certificates, etc.) the contracting authority must be able to assess whether the tenderer has sufficient experience and skills and is sufficiently equipped to perform contracts. The contracting authority formulates a number of additional suitability requirements relating to technical and professional expertise.

4.4.4 Core competencies

Core competencies are competencies which are essentially important for the contract. Reference projects are to be used to enable the tenderer to demonstrate experience for the core competencies referred to. The tenderer can do this using the 'Core competencies' form. In addition, the tenderer must provide a short description of the work performed for all reference projects provided (a maximum of 1 A4 per reference project). The description must be unambiguous, clear and explicit and clarify whether the tenderer has actually acquired the intended skill which is to be assessed.

The Tenderer is allowed to submit no more than one (1) reference project per core competency. However, the same reference can be submitted for several core competencies.

The contracting authority must be able to conclude, without having to perform further research, whether the tenderer fulfils the required core competencies on the grounds of the reference projects provided. If the contracting authority is unable to draw such a conclusion, the contracting authority can deem that the tenderer does not have the requested skill and does not therefore meet the set suitability requirement.

The contracting authority reserves the right to contact referees directly, without the intervention of the tenderer, to make enquiries about the reference projects.

The following core competencies relating to technical and professional expertise are relevant in this call for tenders:

Core competency 1: Tenderer has demonstrated experience in implementing a CRIS at a higher education institution, consisting of data conversion, creating connections and instructing users.

Core competency 2: Tenderer has demonstrated experience in managing and further developing a CRIS.

Core competency 3: Tenderer has demonstrated experience in maintaining an active community (including organizing both physical and digital activities) for knowledge sharing among various users of the CRIS within higher education.

The preconditions that apply to all core competencies are the following:

- The reference project must have been performed at a higher educational institution
- The reference project must have been performed for at least 1700 users
- The reference project must have been completed successfully and satisfactorily in the past three years. An ongoing reference project is allowed; however, the implementation of the project must be finalized.

The 'Core competencies' form must be submitted **simultaneously with the tender**.

4.4.4.1 *Quality control certificates from institutes*

Is the entrepreneur able to provide the required certificates which have been drawn up by recognised official institutes or quality control services and which state that products identified clearly by references fulfil the technical specifications or standards stated in the announcement or procurement documents?

With a view to the technical and professional expertise the tenderer must be able to submit the following certificates.

a. Quality assurance

Information Security

The tenderer must provide a certificate (or comparable proof) of adequate information security which shows that the applicable national and international security standards (ISO 27001/27002) are fulfilled.

b. Quality assurance

Privacy Information Management

The tenderer must provide a certificate (or comparable proof) of adequate information security which shows that the applicable national and international security standards (ISO 27701) are fulfilled.

Supporting documents: Certifications (*applies only for the 'tenderer(s) that has/have been provisionally awarded the contract'*)

The tenderer that has been provisionally awarded the contract must submit the supporting documents for the requested certifications **after the provisional award**. Failure to submit the supporting documents (on time) will lead to unconditional exclusion.

4.4.5 D. Quality assurance regulations and standards relating to environmental management

The present call for tenders is not subject to any quality assurance regulations and standards relating to environmental management.

4.5 Limiting the number of qualified interested parties (part V of the ESPD)

Part V of the ESPD does not have to be filled in for this tender.

4.6 Final statements (part VI of the ESPD)

The ESPD must be signed here by the tenderer.

NB: *In the case of the digital ESPD you must add the signature manually.*

NB: *The signature must be provided by the representative with authority to sign for the total value of the present European call for tenders.*

4.7 Declaration of agreement of the 'Grounds for exclusion and selection criteria'

The tenderer must indicate on the TenderNed platform that it agrees to the information contained in chapter 4 'Grounds for exclusion and selection criteria'. Omission of this declaration of agreement can lead to exclusion from participation in the procurement procedure.

5 Schedule of Requirements

In addition to the grounds for exclusion and selection criteria stated in the previous chapter, the contracting authority will formulate a number of performance and/or supplementary conditions relating to performance of the contract and the accompanying circumstances.

5.1 Specific requirements relating to the subject matter of the procurement

The tenderer agrees to the requirements list in Appendix 1. Requirements.

5.2 Legal conditions

The contracting authority imposes legal conditions on the performance of the contract and its contractual aspects.

5.2.1 Term of the agreement

The commencement date of the agreement is February 1st, 2027. The Contracting Authority concludes an agreement with one (1) tenderer for a period of three (3) years with January 31st, 2030 as the end date. The agreement will also include an option to extend by five (5) times twelve (12) calendar months.

5.2.2 Draft agreement and General Purchasing Conditions

The following draft agreements and the TU Delft General Purchasing Conditions for services (AIV) (October 2018 version) have been added as information appendices to the Call for Tender as the basis for the intended conclusion of the contract:

- SaaS Agreement
- Data processing Agreement

Any tenderer that cannot agree to (elements of) the draft agreement and/or the AIV must indicate this, including the reasons, during the clarification phase by submitting a clarification question as per Paragraph 3.4. Tenderers may also use this procedure to propose alternative wording, request amendments, or seek clarification of any provision of the draft agreement or the AIV.

The Contracting Authority considers the draft agreement and the AIV to be essential elements of this procedure. Tenderers are therefore expected to raise any objections, comments, requests for amendments, or proposed deviations no later than the closing date for clarification questions. Failure to do so may be regarded as acceptance of the relevant provisions.

When submitting its tender, the tenderer declares that it accepts the final version of the draft agreement, including all amendments and clarifications issued by the Contracting Authority during the procedure. No additional contractual terms, reservations, or deviations proposed after submission of the tender will be accepted unless explicitly agreed to by the Contracting Authority.

If the contract is awarded to the tenderer, the final version of the draft agreement, including its appendices and all amendments issued during the procedure, shall constitute the sole binding agreement between the parties.

5.2.3 Service level agreement and Product-specific terms

Service Level Agreement (SLA)

The Contracting Authority requests tenderers to include a draft Service Level Agreement (SLA) with their tender, for information purposes only. The content of the submitted draft SLA will not be evaluated for scoring purposes. However, the draft SLA must at least meet the minimum requirements set out in Appendix 1: Requirements. A tenderer that fails to meet these minimum requirements will be considered non-compliant and set aside.

The submitted draft SLA will be administratively finalized with the provisionally awarded tenderer during the verification phase. This process is expressly not intended for renegotiating contractual or technical terms and conditions.

Product-specific terms and conditions

Tenderers may submit product-specific terms and conditions. Such terms and conditions are acceptable only insofar as they are fully consistent with the Contracting Authority's contractual terms and conditions.

Product-specific terms and conditions that deviate from, supplement, impose restrictions on, or otherwise conflict with the University's contractual terms and conditions shall have no legal force. The Contracting Authority's contractual terms and conditions shall prevail in all respects.

Grounds for exclusion

A tender containing deviations, reservations, or conditions regarding the Contracting Authority's contractual terms and conditions (including the purchasing terms and conditions and the draft agreement) will be considered non-compliant and excluded from further participation in the tendering procedure.

5.2.4 Ownership of data

The ownership of data remains at all times with the Contracting Authority or its employees. Appropriate agreements are made in the arrangements for this, including with regard to the method of delivery of data, the frequency thereof and the data involved. The personal data of the Contracting Authority is and will remain the personal data of the Contracting Authority even when processed by Tenderer and any sub-processors. Tenderer may only process the personal data with the consent of the Contracting Authority, whereby you should be aware that the Contracting Authority has access to its personal data at all times, even if it is processed by a sub-processor. The Tenderer will ensure that at all times it remains transparent to the Contracting Authority and its employees with regard to the processing of personal data. Tenderer will respond in a timely manner to any requests for information.

The Tenderer will submit an overview of subcontractors and sub-processors that contribute to the provision of the service and have access to personal data of the Contracting Authority. The list provides insight into entities, country of residence, contribution to the service, data they have access to and the country the data is processed and stored.

5.3 Other changes

During the term of the contract the parties are allowed to make proposals to change conditions, with the aim being to improve the existing situation and/or match it more effectively with certain developments. If the parties agree on changes, these will be laid down in an addendum.

5.4 Communication and cooperation

The contracting authority sets conditions for communication and cooperation when performing the contract, as well as its contractual and pre-contractual aspects.

5.4.1 Cooperation

In order to encourage optimal cooperation with the tenderer the contracting authority assumes that there will be a customised consultation structure at various levels.

The point of departure is that the tenderer will arrange the essential reporting and the resulting activities schedule and that these will be sent to participants within one week after the consultation. Reports and activity overviews should generally be approved by both parties. The contracting authority and the tenderer are entitled to submit points for discussion at the various consultations.

5.4.2 Management reports

The tenderer agrees to the submission of digital management reports as specified in the Draft SaaS agreement.

If the tenderer wishes to report additional (management) information based on its expertise and experience, the tenderer must give an indication to that effect. The possible structure and content of the management report will be coordinated between the parties as soon as possible after the contract has been concluded.

5.5 Staff

With a view to the outcome of the contract and the contractual aspects, the contracting authority proposes several conditions for the deployment of the tenderer's staff who are involved in the performance of the contract.

5.5.1 A command of Dutch and/or English

The tenderer declares that staff in the middle and higher personnel/management of the tenderer's organisation have command of the Dutch and/or English language. Steps have been taken to ensure that verbal and written communication during the procurement procedure and the term of the agreement can take place in Dutch and/or English.

5.5.2 Staff competency

The contracting authority regards the professional competence and service orientation of the tenderer's staff as a high priority and, partly as a result of that, the achievement of a high degree of customer satisfaction as well.

The tenderer declares that its staff have a communicative and professional (work) attitude.

In the event of observed poor staff performance the contracting authority wants to have the option of consulting/being able to consult regarding improvements, or the taking of suitable measures by the tenderer, including possible replacement.

5.6 Integrity

5.6.1 TU Delft Code of Conduct

With regard to integrity the contracting authority will comply with the TU Delft Code of Conduct. This code of conduct contains details of the organisation's standards and values. Integrity, respect, expertise, involvement and the avoidance of conflicts of interest are the core values.

The TU Delft Code of Conduct is added as an information appendix to the TenderNed platform.

The tenderer accepts the 'TU Delft Code of Conduct' as a guideline for its actions.

5.7 Enforcement of rules

The contracting authority uses conditions to enforce regulations relating to the work for the performance and outcome of the contract and its contractual aspects.

5.7.1 House rules

The contracting authority wants the tenderer to respect the house rules that apply on the TU Delft campus.

The various house rules have been added in the 'TU Delft house rules and regulations' information appendix.

5.7.2 Approved auxiliary materials

Safety is an important aspect. If relevant, the contracting authority wants to guarantee that the tenderer uses auxiliary materials which comply with the applicable legislation and regulations.

5.8 Socially responsible procurement

The contracting authority is aware of its role as a public social organisation and reflects this in the points of departure and choices made within the procurement process.

Sustainable TU Delft Campus

The TU Delft is working on the sustainability of the campus and is aiming to minimise its impact on the environment and maximise its impact on society. The ambition is a CO2 neutral, circular, healthy and inclusive campus in 2030, with a focus on having a positive impact on biodiversity, ecology and society. This means that each procurement project must explain how it is going to promote the sustainability of the campus and its social impact by reflecting on whether something is actually needed (refuse), by reducing energy consumption and use of materials (reduce) and by generating as much energy as possible itself (produce). Reuse materials and products wherever possible (reuse). New materials and products are produced in a sustainable way wherever possible. To achieve this TU Delft is involving the markets and its academic staff in order to produce innovative solutions.

TU Delft's sustainability goals are:

- To be CO2 neutral in 2030: with regard to all activities on and from the campus.
- To be circular in 2030: with regard to all raw materials and waste flows through the campus.
- To be climate adaptive in 2030: dealing with heat, drought, rain, floods, extreme weather.
- To contribute to quality of life: aimed at biodiversity, safety, health, inclusiveness, happiness.
- To showcase our excellence and sustainability: accommodate and demonstrate living labs and innovation.

Tenderers are expected to fulfil a proactive and flexible role when performing the contract. While the contract is being performed the contracting authority and the tenderer will collaborate in order to contribute to these sustainability goals. This applies both while the agreement is being executed and with regard to one-off works, supplies and services.

The government has not set any specific sustainability criteria for the product/service of this call for tenders.

5.9 Declaration of agreement of the 'Schedule of Requirements'

The tenderer must indicate on the TenderNed platform that it agrees to the information contained in chapter 5: 'Schedule of Requirements'. Omission of this declaration of agreement can lead to exclusion from participation in the procurement procedure.

6 Schedule of Preferences (SoP)

The tenderer can find below the preferences which the contracting authority imposes on the quality of the outcome of the contract. On the basis of the answers to the questions formulated the 'Quality' of the tender is assessed in accordance with the system of assessment and points allocation.

If further evidence is requested for substantiation purposes, the tenderer must submit this evidence in the prescribed by using standard forms. The contracting authority will not be able to carry out a complete assessment without this relevant, additional information. In certain circumstances, as referred to in chapter 3, failure to provide this information can lead to the conclusion being drawn that the tender is so defective that it must be disregarded.

Formal requirements for the answers:

- The tenderer must give the requested answer for each preference and keep to the sequence the questions were posed in.
- The tenderer must use font size 10.
- The answers (including appendices) must not exceed the maximum permitted number of pages and excessive pages will not be assessed.
- The answers must be brief and specific.
- When providing answers in relation to the preferences, the tenderer must take account of all information in this Invitation to tender and corresponding documents.
- Under no circumstances must the tenderer include prices or anything related to prices in the answers.
- Only the submitted text will be assessed by the assessment team. References to external documents or websites are not permitted and are not included in the assessment.

6.1 Quality Criterion 1: Functionalities

TU Delft wishes to assess a Functionality Plan for the proposed solution. This plan should be based on the intended situation as described in Paragraph 2.4 and the user stories in the Appendix 2.

The Functionality plan should describe in which ways the proposed solution can support the user stories for the different roles as follows:

System Owner	U.1, U.2 and U3
System Admin	U.4, U.5, U.6, U.7 and U.12
Library Specialist	U.13, U.15, U.17, U.18 and U.24
Researcher	U.29, U.30, U.31 and U.32
Faculty Information Coordinator	U.34, U.35 and U.36

Additionally, the Tenderer is requested to select three (3) user stories from Appendix 2 that best demonstrate the strengths and added value of their proposed solution. The Tenderer may use these user stories to highlight functionalities, workflows or integrations that are particularly relevant to TU Delft's research information management requirements.

Any additional functionality presented by the Tenderer will only be considered to the extent that it contributes to the objectives and requirements set out in the procurement documents.

The answer will be assessed based on the following points. No separate points are to be allocated to the above-mentioned points; the preference will be assessed in its entirety.

- Tenderer has given a complete answer
- Tenderer clearly explains how the selected user stories can be fulfilled by the proposed solution
- Tenderer explains how particular functionalities are or can be automated in the system, reducing repetitive tasks
- Perceived ease of use for the functionalities that are not automated in the system.

A maximum of ten (10) A4 pages should be used in the answer to this preference, according to the supplied format (Appendix 3: Format QC Functionalities plan). Appendices and online material will not be assessed.

6.2 Quality criterion 2: Implementation

An implementation Plan is requested, as TU Delft wants to understand how the Tenderer will implement the selected CRIS system, including migration from its current system. The Tenderer must take the intended situation as described in Paragraph 2.4 and the specific requirements in Appendix 1 and the user stories in Appendix 2 into account.

The core features of the solution need to be implemented, migrated and ready for use, which means accepted and users, administrators and technical staff trained, before July 1st, 2027.

Core features are defined in Paragraph 7.2. The described Implementation Plan must be identical to the way Tenderer will work for and with TU Delft.

The Tenderer must consider the following aspects in their Implementation Plan.

An outline of the project approach and the full timeline during the implementation and migration, including:

- Migration of data from existing CRIS system.
- Integration with other systems (e.g. HR system, institutional repository).
- Articulation of dependencies on TU Delft project team and what is expected from TU Delft.
- User acceptance testing and training and onboarding plans for different user groups (e.g., researchers, administrators, librarians).
- The project organisation as proposed by the Tenderer including the expectations for TU Delft with clear role and responsibilities, the planned effort per role in man-days by the Tenderer and related means of communication.
- Potential risks and measures to mitigate them.

The above-mentioned aspects will be assessed on the following points and assessed in its entirety.

To what extent:

- Completion of core parts of the Implementation plan is feasible by the date of July 1st, 2027.
- The Tenderer has given a full answer according to all the mentioned aspects.
- The Implementation plan adheres to SMART principles (Specific, Measurable, Acceptable, Realistic, Time-bound).
- The Tenderer aligns with, contribute to, ensures and reckons with the needs of TU Delft as described in Paragraph 2.4.
- The Tenderer has shown to be capable of identifying, solving or limiting potential risks and challenges for TU Delft.
- The Tenderer is committed to additional efforts should this become necessary during project execution.

Please provide a clear and concise Implementation Plan in a maximum of ten (10) A4s. Appendices and online material will not be assessed.

6.3 Quality criterion 3: Innovation

TU Delft is seeking a supplier who views focuses not only on implementation but can remain a partner during the lifetime of the contract, with regular new innovative functionalities that add value. Innovation can also mean suggesting new ways of working for TU Delft based on best practises, including improving on the implementation of existing processes to get the most value out of the CRIS.

The Tenderer must address the following User Stories in an innovation plan for at least three (3) years, using the **Innovation Plan Format** (Appendix 4: Format QC Innovation Plan) provided:

I.1	As a <i>System Owner</i> , I want the system to support (new) persistent identifiers such as ROR, Handle, RRID, PIDINST, RAID when it becomes useful to adopt these in the future.
I.2	As a <i>System Owner</i> , I want the system to be suitable for future integrations with our pre-award system and with project information from our financial system, so that we can link outputs to grants information and project identifiers (and related data, such as funder name).
I.3	As a <i>System Owner</i> , I want the system to support metadata enrichment with funder issued identifiers, notably from funders such as EU, ERC, NWO and RVO, so that research outputs can be linked to grants to generate insights into research performance.
I.4	As a <i>System Owner</i> , I want the system to continually improve an automating repetitive tasks in the workflow for example by implementing new algorithms or AI-enhanced functionalities, so I can continue to deliver high-quality metadata or even improve the level of detail, completeness and accuracy even when library staffing capacity declines while publication numbers go up.
I.5	As a <i>Library Specialist</i> , I want to be able register DOIs and ISBNs directly from the CRIS, so I do not have to switch between applications and copy-paste information when I am working on the promotion workflow with PhD candidates.
I.6	As a <i>Faculty Information Coordinator</i> , I want to be able to combine data from the CRIS with citation counts from various sources, so I can report on the impact of the institution's output.
I.7	As a <i>System Owner</i> , I want to have the option to occasionally participate in early adaptor or pilot projects with Tenderer, so I can contribute to prioritisation and implementation details of new functionalities.
I.8	Please describe any upcoming innovations on the product roadmap that are not covered by any of the user stories, but that Tenderer believes TU Delft will benefit from, based on the information in 2.4 description of the intended situation or 2.6 future requests. Any additional innovation presented by the Tenderer will only be considered to the extent that it contributes to the objectives and requirements set out in the procurement documents.

The above-mentioned aspects will be assessed on the following points and assessed in its entirety. Assessment will be based on the following aspects:

- Fit with the intended situation in Paragraph 2.4 and future requests Paragraph 2.6.
- Suitability and perceived ease of use of the described solutions or answers

A maximum of six (6) A4 pages should be used in the answer to this preference, according to the supplied format. Appendices and online material will not be assessed.

6.4 Declaration of agreement of the 'Schedule of Preferences'

The tenderer must indicate on the TenderNed platform that it agrees to the information contained in chapter 6: 'Schedule of Preferences'. Omission of this declaration of agreement can lead to exclusion from participation in the procurement procedure.

7 Price

The tenderer can find below the requirements which the contracting authority imposes on the 'Price' element. The assessment of the 'Price' element is to be carried out in accordance with the system of assessment and points allocation.

If further evidence is requested for substantiation purposes, the tenderer must submit this evidence in the prescribed by using standard forms. The contracting authority will not be able to carry out a complete assessment without this relevant, additional information. In certain circumstances, as referred to in chapter 3, failure to provide this information can lead to the conclusion being drawn that the tender is so defective that it must be disregarded.

7.1 Price component 1: Annual license fee

TU Delft wishes from the Tenderer an annual license fee per user per academic year, based on the current population of approximately 3100 users over the intended contract period including renewals. Tenderer must take Paragraph 2.4 and all requirements as set out in Paragraph 5.1 into account.

The number of active users (e.g. researchers, editors and admin) will be set per annum on December 31st, 2027. The first moment of defining the number of users will be December 31st, 2028 to define the numbers for the academic year 2028/2029.

Breakdown of the user numbers:

Researchers	3,000
Editors	70
Admin	30

On the number of 3100 users, TU Delft uses a margin of 5%. This means that if the number of users grows by 5% no extra costs should be charged. This also applies vice versa, that if the number of users decreases by 5% no costs will be deducted.

If the number of active users grows by more than the aforementioned margin of 5% (3256), any increase in the number of users, rounded to the nearest percentage, may incur charges. This also applies vice versa, that if the number of users decrease by 5% (2944), rounded by the nearest percentage, may be deducted.

The license fee must include all periodical costs, including but not limited to hosting, licenses, the portal functionality, all types of maintenance, support, management reports and API calls. These periodical costs must include all costs for performing the Agreement, and no other or additional costs may be charged.

The Tenderer must use the Price sheet and upload it as a signed PDF and Excel document. Adjusting the Price sheet other than what is requested to fill out leads to disregard and ineligible for further assessment.

7.2 Price component 2: Implementation and migration

TU Delft requires one fixed price for implementation and migration costs from the Tenderer that meets its response to Quality Criterion 2: Implementation within the timeline and must take Paragraph 2.4 and all requirements as set out in Appendix 1 into account.

The price is set at maximum price of € 50,000 and based on an implementation and migration period of eleven (11) months (Februaryst, 2027 until December 31st, 2027) with the prioritization of core integrations, features and modules to be implemented by July 1st, 2027. The core integrations needed within the first five (5) months of implementation are: HR, Identity Management, Institutional Repository.

The core features include by July 1st, 2027: user roles, creation of content, administration & data enrichment

of content, profiles, gather data from various sources (see Requirements Appendix 1 mentioned in section 5.1), reporting and analytics (including audits and logs).

Priority	Core Integration	Expectation
1	HR	A reliable interface with the HR system is in place, allowing the creation, updating of person records; allowing creation, updating and deactivation of <i>user</i> records and of organisational records.
2	Identity Management	All current staff can log in and create, update and delete records if not so prevented by the system.
3	Institutional Repository	A reliable and tested interface with the repository is in place; allowing the repository to query for or receive new content, files and updates of those.

Data migration and testing needed within the first five (5) months:

- All current and former staff have been migrated without data loss.
- Migration of all metadata of outputs, datasets, grants and projects has been completed.
- Audits to all content in the system are being logged.
- Interface with TU Delft website has been tested and restored.

Portal requirements within first five (5) months of implementation:

- Portal's visual design follows TU Delft house style guidelines.
- All staff are visible on the portal. Pre-existing profile information is available.
- Portal has been set up to show staff profiles, outputs, organisational units, grants, projects, datasets.
- Portal is browsable and searchable. Files are linked.
- Content that is labelled as backend or confidential, is not shown on the portal.
- Portal shows the current research unit for each member of staff, and all related staff members for each unit.

The Tenderer must use the Price sheet and upload it as a signed PDF and Excel document.

Adjusting the Price sheet other than what is requested to fill out leads to disregard and ineligible for further assessment.

7.3 Price component 3: Portal functionality

As per Paragraph 2.6. TU Delft wishes from Tenderer a separate price for the Portal functionality.

The Tenderer must use the Price sheet and upload it as a signed PDF and Excel document.

Adjusting the Price sheet other than what is requested to fill out leads to disregard and ineligible for further assessment.

7.4 Declaration of agreement of the 'Price'

The tenderer must indicate on the TenderNed platform that it agrees to the information contained in chapter 7: 'Price'. Omission of this declaration of agreement can lead to exclusion from participation in the procurement procedure.