**RETURO SISTEM GARANŢIE RETURNARE S.A.**

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AI-generated content may be incorrect.

Request for Proposals (RFP)

**Web & e-shop development services for**

**the Deposit-Return System (DRS)**

Date of Issue: August 12, 2025

**Point of Contact (PC):**

**​Procurement Team**

[achizitii@returosgr.ro](mailto:achizitii@returosgr.ro)

Address: 4-6 Dimitrie Pompeiu bld., 4th floor, Bucharest, postal code 020337, Romania.

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# Summary and Background

The implementation on the Romanian territory of the deposit-return system for non-reusable primary packaging is regulated by Law no. 249/2015 regarding the management of packaging and packaging waste, with subsequent amendments and additions and by Government Decision no. 1074/2021 regarding the establishment of the deposit-return system for non-reusable primary packaging, as well as other relevant normative acts.

RETURO SISTEM GARANTIE RETURNARE SA, hereinafter named RetuRO SGR, was appointed as the administrator of the Deposit-Return System (DRS) under Government Decision no. 1.059/2022 regarding the appointment of the administrator of the deposit-return system, for non-reusable primary packaging and, in this capacity, it has the obligation to implement, manage, operate, and ensure the financing of the system.

RetuRO SGR is a not-for-profit organization, with 4 shareholders: Romanian Beer Producers’ Association, Romanian Soft Drinks Producers’ Association for Sustainability, Retailers for the Environment Association & the Romanian Government.

Our Business Model considers multiple participants and complex connections between them and the administrator of DRS:

* Producers and Importers who introduce packaged products on the national market.
* Traders who are established or start selling products in packaging that are subject to DRS.
* Consumers that buy products in packaging that is subject to DRS.
* The Suppliers that ensure the specialized equipment for the established return points (Reverse Vending Machines – RVMs).
* Transportation companies.
* Suppliers of the equipment from RetuRO SGR logistic/operational sites, where DRS products are counted, sorted, and prepared for being redirected to recycling companies.
* Recycling companies.

To make it clear, the scope of the DRS in Romania covers all non-returnable PET, bottle & metal beverage containers between 0.1l – 3l.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate organizations, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction RetuRO SGR, wishes to go on.

# Proposal Guidelines

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 28 August 2025. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in the proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include the names and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by RetuRO SGR legal department and will include scope, budget, schedule, and other necessary items pertaining to the project.

# Project Purpose and Description

### 3.1 Component 1\_ MAINTENANCE AND SUPPORT SERVICES

#### **3.1.1 Technical Support and Maintenance Services**

The supplier commits to providing RetuRO – the End Client – with full support and maintenance services, including but not limited to:

a. **Prompt identification and resolution** of errors and bugs within the system, to ensure the continuous and uninterrupted operation of the platform.  
b. **Regular testing** of all e-shop components and functionalities at pre-established intervals, in order to prevent potential malfunctions before they are noticed by users (retailers or the RetuRO team).  
c. **Regular installation of new platform versions**, including **security patches** and **functional improvements**.  
d. **Testing and validation of new versions** before deployment, to ensure compatibility and system stability.  
e. **Implementation of necessary technology upgrades** to align with the latest industry standards.  
f. **Optimization of overall platform performance**, ensuring efficient response times and a smooth user experience.  
g. **Assessment of new requirements and proposed changes** to existing functionalities, including impact analysis on the infrastructure.  
h. **Planned and controlled implementation** of modifications, to ensure seamless transitions and minimal service interruptions.

### ***3.1.2 Content Management Services***

The supplier will provide content management services for the e-shop platform, which will include the following activities:

a. **Regular content updates**, based on information provided by the client or newly available data.  
b. **Organization and management of the media library**, ensuring proper labeling and categorization of multimedia files.  
c. **Maintaining consistency** in formatting and styling across various content types, in accordance with the platform’s visual identity.  
d. **Applying and adhering to the agreed design theme**, to ensure a professional and consistent appearance.  
e. **Developing and managing a content calendar** for scheduling updates.  
f. **Coordinating with the client** to align content with marketing or promotional campaigns.  
g. **Collaborating with relevant teams** (e.g., marketing, design) to integrate content into the broader strategic direction.  
h. **Effectively integrating content with ongoing campaigns** to maximize communication impact.

## 3.2. Component 2\_ Website Development [www.returosgr.ro](http://www.returosgr.ro/)

* **Purpose:**  
  Improvement of the existing digital platform (www.returosgr.ro) by ensuring easy integration with internal reporting systems and optimizing both functionalities and content sections, so that it efficiently supports operational growth and the rapid, real-time evolution of the Deposit-Return System (DRS), while providing transparent, accessible, and intuitive information for all categories of users.
* **General Context:**  
  RetuRO aims to modernize its current website, transforming it into a central digital tool dedicated to clear and accessible communication for all user categories: retailers, producers, consumers, the press, authorities, and institutional partners.  
  The platform uses the open-source Drupal 9 system with a MySQL database, all hosted in Azure. The preference is to retain the current platform and develop it further in accordance with the specified requirements.
* **General Project Objectives:**  
  The first interaction with the website must reflect RetuRO’s professionalism and transparency, featuring live data, relevant information, and an attractive design. To achieve this, RetuRO is seeking a partner to fulfill three main objectives:
* **Redesign of the website** (using what is currently useful) to ensure a modern, coherent, and accessible user experience.
* **Optimization of the website’s performance and functionality** for mobile, tablet, and desktop.
* The website will be available in both **Romanian (RO)** and **English (EN)** versions.

**3.2.1 Website Information Structure – Priority 1**

A logical reorganization of the site structure is requested so that it is:

* Intuitive to navigate
* Clearly segmented by user type and topic
* Easy to expand/scale in the future
* Focused on quick access to essential information

**Functional requirements**

**Proposed Sitemap:**

**I. "RETURO – Home" Page**

* Redesign of the logo & merging of the two current sections ("Home" and "About Us") into a single section
* Newsroom (press releases & articles)
* Carousel banners (5 key topics)
* Updated DRS results – packaging collected to date (total and broken down by material type) – **live Power BI counter**
* Interactive map with filtering and zoom capabilities + **Packaging Register**
* Steps & benefits (inspired by the Ireland Re-turn model https://re-turn.ie/)

**II. "RETAILERS" Page**

**Objective:**  
To provide essential information for retailers and UATs (administrative-territorial units), including support materials, collection details, and equipment suppliers.

* The existing "Info" section will remain unchanged
* New section: “Manual/Automatic Collection” (useful documents + new contact information: mention of support email addresses)
* New “UAT” section for information purposes: steps and implementation details of DRS
* The “RVM Suppliers” and “Q&A” sections will remain unchanged

**III. REPORTING Page**

**Objective:**  
To provide public and transparent access to relevant data regarding the operation of the DRS system, through detailed reports, a search interface, and updated producer lists.

This tab will feature a **new design** and will contain three new sections:

* **Detailed reports** (by categories, counties, localities – Power BI + export functionality to CSV/Excel/PDF formats)
* **Packaging Register** (with search filter by EAN code)
* **Producer List** (contracted, terminated, suspended)

**IV. NEWS Page**

**Objective:**  
To serve as an informational space for all official communications from RetuRO, including press releases, public sessions, and relevant articles about the evolution of the DRS.

* **"Press Releases + DRS Sessions"** (newly added section) + search filters by date/author/document type etc. for the published content in this section.

**New Developments:**

**V. New “CAREERS” Page (e.g., similar to careers.ing.com)**

**Objective:**  
To create a job portal section that reflects RetuRO’s organizational culture and simplifies the recruitment process through a clear display of available positions and a complete application form.

**Functionalities:**  
a. Banner + RetuRO description  
b. Available positions displayed by Division (headquarters, regional centers) + job search filters  
c. Job listings + application process (4 steps)  
d. Complete application form (including GDPR) with document upload + email confirmation of application receipt  
e. HR admin user role

A new detailed page will be created for each job, including:

* Job description
* Requirements
* Benefits
* Application deadline

### ***Application Form Fields:***

The application form will include the following fields:

* First Name
* Last Name
* Email (optional)
* Phone number
* CV upload (optional)
* Cover letter (optional)
* Free text box: “Leave a message”
* GDPR agreement with checkbox

### ***V. New “TENDERS” Page (informational section only – no application submission on-site)***

**Objective:**  
To provide a transparent interface for all public tenders conducted by RetuRO, in line with principles of transparency, competition, and accessibility.

Features:  
a. Public competitive selections  
b. Active tenders (2–3 simultaneously)  
c. History of concluded tenders

### ***VI. New “SGR EVOLUTION” Page***

**Objective:**  
To create an interactive section that illustrates the progress and development of the Deposit-Return System (SGR), offering detailed visual data through charts, maps, and interactive elements to provide visitors with a clearer understanding of the system’s impact and growth.

Features:  
a. New page with a Power BI dashboard (with search filters)  
b. Interactive timeline, charts, maps, videos, and downloadable files

### ***Structurally Stable but Flexible Sections (for future updates)***

* **PRODUCERS**
* **CONSUMERS**
* **CONTACT**
* **SGR PORTAL**
* **ABOUT US**

These sections are intended to be **flexible in both content and design**.  
The platform must allow for:

* Easy updates of textual content (e.g., in case of regulatory changes)
* Visual design updates: layout adjustments, font changes, color scheme modifications, or visual element adaptations to align with RetuRO’s current and future brand standards.

### ***3.2.2. UX/UI Redesign Aligned with RetuRO's Visual Identity – Priority 2***

The complete redesign of the website must ensure all sections follow a unified direction — changes will be made in accordance with RetuRO’s brand book.

### ***UX/UI Requirements for the New Design – User Experience and Visual Design***

This is a **top-priority direction**.

### ***What doesn’t work on the current website:***

* **Cumbersome navigation, lack of logical structure**: Users cannot quickly access essential information, and menus are difficult to use.
* **Outdated and unattractive visual design**: The current site does not reflect the modern and appealing visual identity that RetuRO aims to promote.
* **Lack of responsive design**: The layout is not optimized for mobile and tablet devices, which affects the user experience.
* **Missing interactive and engaging elements** (e.g., calculators, counters, maps with data by county/category/country): These features that could encourage user engagement are currently not integrated.
* **Lack of accessibility and visual consistency**

### ***What is being requested:***

* **Modern UX/UI aligned with RetuRO’s brand book**: The design must match the visual identity of RetuRO (colors, fonts, logo) and reflect the brand’s values.
* **Responsive design** for desktop, mobile, and tablet: The site must be fully optimized for all types of mobile devices.
* **Modernized interface** (colors, fonts, iconography): A modern, visually appealing, and easy-to-use design is desired.
* **Interactive elements**: charts, filters, forms, interactive maps
* **Fast loading and UX testing with validated wireframes**
* **Compliance with WCAG 2.1 standards**

### ***Technical Requirements***

### ***Design & UX:***

* Clear and user-friendly interface
* Logical navigation
* Fully responsive design

### ***Performance & Technology:***

* **Response time and scalability**: The platform must offer optimized loading speeds, with a response time of **no more than 2 seconds** for typical user actions (navigation, search, e-shop access, etc.) and **under 5 seconds** for complex operations (e.g., report generation), under a load of at least 2000 **simultaneous active users**.  
  The system must be testable at this volume and support **automatic scaling (auto-scaling)** to maintain these times in a production environment.
* User-friendly CMS (preferably WordPress or another open-source platform)
* Integration with **Google Analytics** and traffic monitoring tools
* The website must be accessible in accordance with **W3C/WAI standards**

### ***Content & Structure:***

* Review of existing content and segmentation by user types
* Quick addition of files: **PDFs, links, forms**
* Development of new sections: **FAQ, interactive maps, events calendar**

### ***Security & Compliance:***

* **Access Control and Authorization**: Implement **role-based access control (RBAC)** to enforce user permissions and ensure adherence to the principle of least privilege. Regularly review roles and permissions to align with job responsibilities.
* **Authentication**: Establish strong authentication protocols, including **multi-factor authentication (MFA)** for administrative access and enforce strong password policies. Consider integrating **single sign-on (SSO)** for streamlined user management.
* **Infrastructure Security**: Design for **high availability** and **redundancy** using Azure services. Implement **Web Application Firewalls (WAF)** and ensure **DDoS protection**. Follow **Azure security best practices** and conduct regular **security assessments**.
* **Application Security**: Apply **secure development practices**, conduct regular **security code reviews**, and implement **vulnerability management processes**. Address vulnerabilities according to industry standards, such as the **OWASP Top 10**.
* **Logging, Monitoring, and Auditing**: Maintain comprehensive **security logging** for critical events, integrate with **monitoring tools** to alert on suspicious activity, and ensure **log retention** for compliance purposes.
* **Data Backup and Recovery**: Implement **daily backups** with a clearly defined **retention policy**, ensure **secure backup storage**, and develop a **disaster recovery plan** that includes regular **testing** and defined **recovery objectives**.

**For a detailed list of requirements please refer to Appendix 3**.

## 3.3. Component 3\_ Operational e-Shop

**Goal for 2025-2026:**  
To become a robust ordering tool for RetuRO partners (retailers, producers), with optimized workflows, ERP integration, and efficient delivery through external partners.

### ***Technical Summary – Status of the RetuRO e-Shop***

* Functional platform currently in place, accessible **exclusively to merchants registered in the RetuRO portal**.
* The e-shop allows for the placement of orders for **collection accessories**: bags, seals, and other materials compliant with the DRS system.
* Orders are linked to the merchant’s account and can be viewed in the **user’s order history**.
* The platform is integrated with the RetuRO commercial account authentication infrastructure (**SSO / contract-based authentication**).
* The current order flow includes:
  + Pre-configured addressing based on the account
  + Order placement and confirmation via email
* Orders can be placed **individually or uploaded in bulk (mass upload)**.
* Orders are **exported daily** to RetuRO representatives via **CSV by email**, and are then forwarded to the **Processing and Delivery** departments.
* There are no existing integrations with other systems beyond the RetuRO DRS platform, from which the following are retrieved:
  + **Delivery address**
  + **Billing address**
  + **Collection points** associated with the account
* A few filtering options are available, such as:
  + Order number
  + Collection points
  + Time period

#### **Currently missing functionalities:**

* **Order editing** after placement / order cancellation
* **AWB (tracking number) retrieval** and **order status tracking**
* **Returns module**
* **Claims module** for damaged or stolen products
* **Dynamic restrictions per Merchant**:
  + Order quantity limits based on the amount previously collected, considering both processed returns and claims (damage, theft)
  + Product selection based on the **collection method** (manual/automatic)
* **Seal series** allocated per order / collection point
* **Extended ERP synchronization** for stock management and logistics tracking (**ERP module currently under evaluation**)
* **Administrative notifications** or **detailed reporting**

### ***3.3.1 Prioritized Functionalities***

#### **Priority 1**

* Selection of the **collection point address** before submitting the order
* Retrieval of **AWB and order status**
* **Bidirectional ERP integration**

#### **Priority 2**

* **Order restrictions** based on collection type and quantity limits (integration with the DRS Portal), including notifications when merchants reach their ordering threshold
* **Development of a complete returns module**, including:
  + Return request from the order history
  + Return form
  + Verification for **partial returns**
  + Display of **barcodes** in the order history
  + Details regarding return pickup
  + Submission of return request
  + Return processing (both desktop and mobile)
  + Listing of return requests in the **CMS** and in the **"My Returns"** section
* **Cancellation and processing of unprocessed return requests**
* **Filtering and searching of returns** (desktop/mobile)
* **Separate handling of returns for incorrectly delivered products**
* **Full implementation of the return process on mobile interface**

#### ****Development of a complete Claims module for damaged or stolen products:****

* **Claim request** from the order history
* **Claim form** with the option to upload photos
* **Display of barcodes** in the order history
* **Details regarding return pickup**
* **Submission of claim request**
* **Claim processing** (desktop and mobile)
* Listing of claims in the **CMS** and in the **"My Claims"** page
* **Cancellation and processing of unprocessed claim requests**
* **Filtering and search functionality** (desktop/mobile)
* **Separate handling by type** – damaged, stolen
* **Full implementation of the process on mobile interface**

#### **Priority 3**

* **Search orders** in order history by:
  + Status
  + AWB (tracking number)
  + Seal number
  + Filters should be combinable (e.g., collection point + date)
* **Edit order after placement / cancel order**
* **Administrative notifications** or **detailed reports**
* **Retrieve seal series allocated at the time of order**

#### **Priority 4**

* **Expose an API** for submitting **multiple orders to external partners** (e.g., IKA retailers, integration with **SAP**, **WMS**, **EDI** systems)

#### **3.3.2 Functional Requirements**

* **Order restriction**: Application of **dynamic validation rules** based on the quantity collected per merchant, through integration with the **DRS Portal**; automatic notifications when thresholds are reached.
* **Bidirectional ERP integration**: Real-time synchronization of **orders, products, stock, invoices, and returns** using **API and/or webhooks**.
* **Unified operational dashboard**: Centralized view of **orders, customers, returns, and logistics**, with relevant filters and status indicators.
* **Order status reporting and tracking**: Display of **AWB (tracking code)** and order progress in the **customer account** and **CMS**, through automatic courier integration.
* **Complete returns module**: Request initiation from order history, partial return validation, barcode display, processing, cancellation, tracking, search/filter, and CMS display — fully compatible with **desktop and mobile**.
* **Complete claims module for damages or theft**: Request initiation from order history, barcode display, processing, cancellation, tracking, search/filter, and CMS display — fully compatible with **desktop and mobile**.
* **Order editing**: Ability to modify the order before AWB generation, including cancellation with a reason.
* **SGR Integration**: Automatic validation and reporting of seal identifiers linked to orders via **secure API**.
* **Seal traceability**: Unique association between each **seal and order**, with information saved and displayed in the **customer’s order history**.

### ***3.3.3 Technical Requirements***

* **E-shop API** – REST API with secured endpoints (**OAuth 2.0 / JWT**)
* **Product catalog updates** – via synchronized API
* **Order, return, and claim submissions to ERP** – real-time integration
* **Expose API for batch order submissions** – for external partners / IKA retailers
* **Quantity limit notifications** – for merchants
* **IBAN validation** – automatic bank identification
* **Advanced return and claim functionalities** – including seal completion, validation, and detailed information
* **Filtering, searching, and listing of returns** – in both CMS and merchant accounts
* **Separate treatment and dedicated workflow for incorrectly delivered products** – with distinct identification and processing
* **Cancellation of unprocessed return requests and cancellation processing** – with controls in both customer account and back-office
* **Order search by AWB code, seal number, etc.** – functionality available in both CMS and user account
* **Listing and filtering of return and claim requests** – in merchant accounts and CMS
* **Display of product barcodes in order history** – for traceability
* **Full management of return and claim workflows** (from request to processing) – in both e-shop CMS and user interface
* **Integration with the DRS Portal** – to retrieve up-to-date information regarding collection types and available capacities (used in order validation)
* **Implementation of logic for order quantity limits** – based on rules and administrative notifications within the e-shop
* **Optimization of the return interface for mobile** – responsive/PWA (Progressive Web App) version

### 4. Eligibility Criteria – Technical Capacity

### ***Relevant experience in similar projects***

* The supplier must demonstrate **a minimum of 3 years of experience** in the development and maintenance of web and e-commerce platforms.
* Must have implemented **at least 3 relevant projects**, with **at least one** in the fields of **retail/FMCG/circular economy** or **regulated environments**.
* Must present **case studies/portfolio** including: project objectives, applied technical solutions, technologies used, and achieved results.

### ***Proven technical competencies***

* The project team must include developers skilled in technologies such as:  
  **PHP/Laravel, JavaScript (Vue/React), HTML/CSS, databases (MySQL/PostgreSQL), CMSs (WordPress, WooCommerce, Magento, etc.)**.
* Demonstrated experience in integrating external systems via **APIs** (e.g., ERP, CRM, RVM, payment systems, logistics services).
* Knowledge in **responsive UX/UI design**, optimized for multiple device types.

### ***Technical support and maintenance***

* Ability to provide technical support and maintenance in accordance with clearly defined **SLAs** (e.g., response time < 4h for critical incidents).
* **Incident management and ticketing infrastructure** (e.g., Jira, Freshdesk, ServiceNow).

### ***Testing and quality control***

* Formal testing processes: **automated/manual testing**, regression, performance, and **cross-browser/device compatibility** testing.
* Ability to deliver tested versions in **staging environments** and ensure **controlled rollback** in case of issues.

### ***Security and Compliance***

* Implementation of **security best practices**: regular updates, security patches, protection against common attacks (e.g., SQL injection, XSS, etc.).
* Compliance with **GDPR standards** and data protection regulations.

### ***Dedicated Resources & Scalability Capacity***

* Availability of a **dedicated team**, consisting of at minimum:
  + 1 Project Manager
  + 1 Back-end Developer
  + 1 Front-end Developer
  + 1 QA Specialist
  + 1 Content Manager
* **Flexibility to allocate additional resources** during critical periods (e.g., product launches, major upgrades, campaigns).

### ***Tools and Methodologies Used***

* Use of **modern development methodologies**: Agile/Scrum, DevOps
* Use of **version control systems** (e.g., Git) and **controlled deployment** processes (CI/CD)

### 5. Expected Deliverables

* 1. **Appendix 1\_ Supplier form & Technical requirements**
  2. **Appendix 2 - Security Requirements confirmation of understanding**
  3. **Appendix 3\_ Commercial proposition**
  4. **Technical design blueprint (architecture diagram, component description, custom code technical documentation)**
  5. **Best practices / Examples of projects (website/e-shop) implemented for other partners**

**Supplier warrants that:**

1. Will keep this offer for the contract open for acceptance by you for a period of 3 months from the date of deadline for submission of RFPs.
2. Confirm that RetuRO has the right to undertake a service audit to validate and verify performance against the agreed contract terms. This service audit may be carried out by RetuRO or a third party on their behalf, and we agree to facilitate such audits.
3. Agree that you are not bound to accept the most economically advantageous or any RFP you may receive.
4. Have read and thoroughly examined the RFP document.
5. Fully understand the RFP document and RetuRO’s requirements,
6. Undertake to treat the details of this invitation to RFP, our RFP response and any subsequent clarifications as private and confidential.
7. Acknowledge that acceptance by RetuRO of this RFP will not constitute a binding and enforceable agreement and that a legally enforceable agreement will not exist until and unless the contract has been established between RetuRO and the Bidder.
8. Have included all elements necessary for running the contract, which are either clearly stated in the RFP document or contained in any supplementary information or which could reasonably be inferred therefrom.
9. Have found no errors, omissions, conflicts or ambiguities in the RFP document except those which I/we have brought to the attention of RetuRO before the latest date for submitting queries.
10. Have included for compliance with all statutory requirements applicable in Romania and those applicable in any country where parts of the contract may be performed that are in force 7 days prior to the deadline for receipt of RFPs.

**On top of that:**

* Total Cost of Ownership is to be calculated for 2 years.
* The cost of individual items should be exclusive of VAT.
* Any assumptions made in estimating costs should be clearly identified.
* All supplies and services to be provided by subcontractors should be clearly indicated as such.
* All costs must be given in Euro.

**Clarification on Award Process and Contractual Structure**

The submission of a proposal and the potential signing of a contract with the selected bidder **shall not constitute a direct award of all services or deliverables described in the RFP**.

The contractual agreement will include the following key components:

* A **detailed implementation plan**, to be developed jointly with the selected bidder.
* The **design of the technical architecture** corresponding to the agreed solution.
* The **definition and signing of an annual Scope of Work**, outlining the deliverables, timelines, and resources allocated for each execution phase.

The actual execution of work will be subject to the approval of each specific Scope of Work, based on jointly established priorities and planning.

**6. Evaluation Criteria and Weighting**

Only RFPs which meet the Eligibility Criteria and are confirmed as valid and in response to the specifications set out in this document will be evaluated against the award criteria. Bidders should ensure that they have submitted enough relevant information to allow their RFPs to be assessed under each of the award criteria set out below.

The assessment of submitted RFPs will be based on the following criteria and their corresponding weights:

1. **Technical and Security Evaluation**   
   Assessment of the proposed technical solution, including system architecture, functionality, scalability, integration capabilities, and compliance with security standards.
2. **Financial Proposal**   
   Evaluation of the overall cost-effectiveness of the proposal, including the total cost of ownership, clarity of pricing structure.
3. **Risk analysis**   
   Review of the vendor’s adherence to regulatory requirements, data protection policies, and risk mitigation strategies, as well as alignment with internal compliance standards.

# 7. DEADLINES

|  |  |
| --- | --- |
| RFP launch to suppliers | **12 August 2025** |
| Q&A period (supplier questions & clarifications) | **12 – 19 August 2025** |
| Deadline for submitting proposals | **by 28 August 2025** |
| Evaluation and preliminary selection | **by 05 September 2025** |
| Meetings with shortlisted suppliers (demo, clarifications, implementation discussions) | **by 15 September 2025** |
| Final decision and notification | **by 01 October 2025** |
| Start of contractual alignment | **by 15 October 2025** |

🔔 *Note: These deadlines are indicative and may be adjusted by RetuRO depending on internal needs or unforeseen circumstances.*

### 8. CONTACT :

***Procurement Team***

*E-mail:* [achizitii@returosgr.ro](mailto:achizitii@returosgr.ro)