



# Call for tender – CRM provider

## 1. EGP – General Information

The European Green Party is a European political party that is also known as the European Greens or EGP, registered in Brussels, Belgium (VAT: BE 0872 183 517).

## 2. Required Services

The European Green Party is searching for a CRM (Customer Relationship Management) provider. We are looking for a contract, renewed yearly up to a maximum of 5 years.

Estimated start of the contract: October 2026.

Estimated budget for 5-year contract: 150,000 EUR

### 2.1 Services

We are looking for a company that can provide us with the following services:

#### **Obligatory:**

Current situation: 27,000 emailable contacts – 50,000 contacts total – 20 seats

#### **Contacts**

- Relationships to and roles at organizations
- Custom objects (for member parties)
- Custom fields for contacts
- Historical data
- Advanced searching with the abovementioned parameters
- Saving dynamic lists or groups based on abovementioned parameters
- GDPR-related tools, such as erasure
- Workflow and automation support

#### **Email marketing**

- Email campaigns
- Email template customization
- Visual editor
- GDPR-proof email and communications consent and preferences
- A/B testing
- Automated email series, based on various triggers such as submitting a form, registering for an event



## **API (Application Programming Interface)**

- Extensive API for custom integrations
- Broad availability in third-party integrations (such as JotForm, Fillout, Make, Zapier, etc.)

## **3. Participation in the tendering procedure**

### **3.1 Tender submission**

Candidates must submit the following documents:

- A complete, detailed, dated and signed offer including cost presentation for all the obligatory services listed above in section *2.1 Services*; including price per year and for 5 years (in case there is a discount for multiannual contract).
- Information on which services are included in the price, and whether the price is including or excluding VAT.

Kindly include any additional charges, conditions, discounts, and relevant terms in your proposal. Please note that if there is an automatic price adjustment clause based on annual inflation foreseen in the contract, its conditions must be mentioned in the tender offer.

The offer should be submitted to Guillem Chulia via [tender@europeangreens.eu](mailto:tender@europeangreens.eu) by the end of day on the 6th of July 2026.

Costs incurred in preparing and submitting tender offers are borne by the tenderers and cannot be reimbursed.

### **3.2 Exclusion criteria**

Participation in this tender procedure is only open to tenderers (including their subcontractors) that are not in a situation of exclusion as specified in the general conditions below, which includes:

- Bankruptcy or insolvency situation.
- Non-payment of taxes or social security contributions.
- Grave professional misconduct.
- Fraud, corruption, participation in a criminal organisation, or other serious criminal offences.
- Serious breach of contract.
- Non-compliance with the general conditions, as mentioned in point 4 of this tender.

### **3.3 Selection criteria**

- Minimum requirements
  - Contact database



- Custom objects
- Custom fields
- API access
- GDPR compliance and data stored in EU servers
- Workflow/Automation support
- Email marketing
  - Visual editor

### 3.4 Evaluation criteria

|   | Minimum points | Maximum points |
|---|----------------|----------------|
| <b>Quantitative criteria (40%)</b>                |                |                |
| Overall economic offer                            | 0              | 40             |
| <b>Qualitative criteria (60%)</b>                 |                |                |
| Overall UI and ease of use                        | 0              | 20             |
| Broad integration support with other applications | 0              | 15             |
| Company based in the EU                           | 0              | 5              |
| API functionalities                               | 0              | 10             |
| Advanced filtering options                        | 0              | 5              |
| Workflow support                                  | 0              | 5              |

The selection procedure will be based on the principles of equal treatment, fairness and transparency.

All applicants will be informed of the outcomes of the selection process once The European Green Party has selected the winner of this procedure.

## 4. General conditions

The participating candidates (or their subcontractors) must comply with the following provisions:

— the candidate is not in one of the situations referred to in Article 136(1) and 141 of Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council ('Financial Regulation')

(<https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=OJ:L:2018:193:FULL>),

— the candidate commits to comply with the provisions of Council Regulation (EU) No 833/2014 of 31 July 2014 concerning restrictive measures in view of Russia's actions destabilising the situation in Ukraine and Council Decision 2014/512/CFSP of 31 July 2014 concerning restrictive measures in view of Russia's actions destabilising the situation in Ukraine.



## 5. Confidentiality and conflict of interest

Compliance with GDPR is a requirement and the tenderer undertakes that they will not at any time, either before or after the termination of this service, use, disclose or communicate confidential information relating to the affairs of the European Green Party. This restriction shall continue to apply after the termination of the service without limit in point of time.

The participating candidates are obliged to alert the European Green Party of any potential conflict of interest with the [European Green Party Committee](#).

## 6. Terms and conditions

The European Green Party reserves the right to reject any and all proposals, in whole or in part, to advertise for new proposals, to abandon the need for services, and to cancel or amend this call for tender at any time prior to the execution of the written and signed contract.

The accomplishment of the tendering procedure imposes no obligation on the European Green Party to award the contract. Should the invitation to tender cover several items or lots, the European Green Party reserves the right to award a contract for only some of them. The European Green Party shall not be liable for any compensation with respect to tenderers whose offers have not been accepted, nor shall it be liable if it decides not to award the contract.

By submitting a proposal, the tenderer agrees that:

- The tenderer complies with the general conditions as outlined above.
- The European Green Party may copy the proposal for purposes of facilitating the evaluation of the proposal and agrees that such copying will not violate the rights of any third party.
- The European Green Party may safely and privately archive the offers received for auditing purposes.
- It will not bring any claim or have any cause of action against the European Green Party based on any misunderstanding concerning the information provided or concerning the European Green Party's failure, neglect or otherwise, to provide the bidder with pertinent information as intended by this call for tender.

## 7. Questions

In case you have questions please contact [tender@europeangreens.eu](mailto:tender@europeangreens.eu)