

## TECHNICAL SPECIFICATIONS FOR THE CONTRACTING OF THE SERVICE FOR THE COMPENSATION OF PARTICIPANTS THROUGH GIFT CARDS.

### 1. Purpose of the contract

The purpose of this administrative contract is to provide a technological and operational service for the generation, management, issuance and digital sending of gift cards aimed at compensating participants in research projects with humans of the Hospital del Mar Medical Research Institute Foundation (IMIM).

This service provides a digital platform with access to an international catalogue, the management of different currencies and countries, the personalisation of shipments and the operational control necessary for the cards to be used by participants in studies that take place exclusively online.

### 2. Characteristics of the requested tool.

- **Global gift platform:** the service must allow you to send gift cards, experiences or products internationally, managing different countries and currencies.
- **Digital rewards and incentives:** The service must offer digital solutions (via email, SMS or API) to send rewards to participants in human studies.
- **Personalization and branding:** the service must allow you to personalize the gift experience with your corporate colors, logo and personalized messages.
- **Large catalog of rewards / freedom of choice for the recipient:** the participant who receives the gift must be able to choose from multiple options (cards, experiences or products) depending on their location.
- **Scalable solution:** the service must allow sending from a few cards to thousands, with an international reach.
- **Self-service platform:** The service must offer a business account with a dashboard to manage orders, deliveries, and history.

### 3. Minimum technical requirements.

- Operate in **at least three countries: Spain, France and Cyprus.**
- Allow the recipient of the gift card to choose their own brand or business where to redeem the card.
- **Allow flexibility in the delivery of the gift card:** digital (mail, SMS), integration via API or customized portals for large volumes.

### 4. Delivery time.

A maximum duration of the contract of 2 years is foreseen from the moment this contract is formalised. In any case, the contract will be valid until 31/12/2027.

### 5. Invoicing, payment and receipt of work

The tender is formulated in unit prices, with only the services that are actually provided being invoiced and in accordance with the requests that the successful bidder receives from the person responsible for the contract. In any case, no minimum volume of expenditure is guaranteed for unit price concepts (gift cards).

The price corresponding to the services commissioned by the Gift Cards concept will be invoiced upon delivery of the gift cards, upon presentation of the corresponding invoice to the person responsible for

the contract for their approval.

The contractor must draw up an electronic invoice for each action, including all the gift cards requested for the same action. Notwithstanding the foregoing, for payment, the contractor may issue, when necessary for the management of orders, a pro-forma invoice in PDF format, which will be merely informative and does not replace the required electronic invoice in any case.

The invoices must state: the country where the gift cards can be redeemed; unit prices; the number of units billed; the total price excluding VAT; the amount of VAT (if applicable), and the total price including VAT (if applicable).

The nominal value of each card that the participant will receive in full will be €30. This amount will be independent of the unit price offered by the successful bidder, which may be lower as an economic improvement. In any case, the economic improvement will not affect the final value of the compensation received by the participants.

## **6. Conditions of the contract and obligation of confidentiality**

The contract is awarded at the risk and risk of the successful bidder, who assumes the civil liability and obligations arising from the fulfilment or non-fulfilment of the contract.

The person who participates in the execution of this contract will keep absolute confidentiality of all topics and matters to which they have access as a result of the execution of the contract and in relation to documents that do not have the purpose of publication or public exhibition.

The signing of the corresponding contract will mean the formalization and acceptance of the confidentiality agreement.

Barcelona, on the date of the electronic signature

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