



Request for Proposal no 2100155574

ORLEN Spółka Akcyjna, with its registered seat in Płock, Poland, ul. Chemików 7, 09-411 Płock, Poland, entered into the Register of Entrepreneurs kept by the District Court for Łódź-Śródmieście in Łódź, 20th Commercial Division of the National Court Register, under KRS number 0000028860, with share capital in the amount of PLN 1.451.177.561,25 zł, fully paid up, NIP number 7740001454, REGON number 610188201, being an active VAT taxpayer, invites you to submit a response concerning:

Purchase of technical support services for the ENDUR system

Date: 24 April 2026

1 Introduction

This document is a **Request for Proposal** and should be considered a formal Request for Proposal (RFP).

At this stage of evaluation ORLEN S.A. searches for available options to potentially initiate further, formal procurement steps regarding Vendor selection.

1.1 Confidentiality

The Vendor shall treat all information acquired as a result of receipt of this RFP as confidential. The Vendor shall take all reasonable efforts to protect the information contained herein in the same manner as the Vendor's confidential information.

The information concerning the fact of invitation of the Vendor to the RFP procedure, the fact of delivering the Proposal, the conducting of commercial negotiations and concluded contracts may be disclosed by the Vendor solely for the purpose of building a consortium of entities responding jointly to this RFP. It is the Vendor who will be responsible for maintenance of confidentiality of information acquired within the scope of this RFP by all participants in the Consortium – the Vendor will be responsible for omissions or breaches with respect to information protection like for his own omissions and breaches.

ORLEN S.A. agrees to maintain a business secret and declares that without the written consent of the Vendor it shall not distribute and disclose to third parties any materials received in response to this RFP, with reservation of the possibility of engagement of consultants to support tasks related to the tender procedure.

ORLEN S.A. requests that all communication with the Vendor related to the RFP be treated as confidential. Simultaneously, ORLEN S.A. assures that information provided by the Vendor will be held in confidence and will be made available only to participants in the evaluation process. In case the Vendor who received the RFP disagrees with its conditions, all documents shall be returned to ORLEN S.A. and all of its copies (paper or electronic) shall be destroyed.

1.2 Vendor's risk

ORLEN S.A. shall not be responsible for any expenses, losses, obligations or claims related to the tender procedure, made by the Vendor or their partner(s) or any other third party with whom the Vendor is or will be related during the procedure.

The Vendors, their partners and their subcontractors shall be responsible for all costs related to preparation and submission of proposals. Under no circumstances will ORLEN S.A. be responsible for, obliged to cover, or pay any costs or losses incurred by Vendors, their partners or subcontractors in relation to preparation and submission of proposals, regardless of the results of this RFP procedure.

This request is not an invitation for negotiations in the understanding of Art. 72 of the Polish Civil Code, thereby regulations concerning the bids do not apply in the understanding of Art. 66 and the following.

ORLEN S.A. reserves the right to:

- change the schedule of the RFP process without specifying a reason,
- cancel the RFP process at any phase without specifying a reason,



No claims may be made against ORLEN S.A. by Vendors due to the above. ORLEN S.A. does not plan any appeal procedure during the RFP process and after completion thereof.

ORLEN S.A. reserves the right to freely select entities that may be invited in the event of further actions being undertaken.

2 2 Purpose and scope of the RFP

2.1 The purpose

The purpose of this RFP is to select a Vendor to provide development and technical support services for the ENDUR system at ORLEN S.A., according to the scope specified below.

2.2 The scope

Subject of the RFP:

The subject of the RFP is development and technical support services for the ENDUR system implemented at ORLEN (complementary to the maintenance services for ENDUR software provided by its producer, ION/OpenLink). The services will be delivered based on service requests submitted by ORLEN and will include the following:

- a) configuration and troubleshooting regarding core ENDUR system in its production version running at ORLEN,
- b) creating new and/or developing existing customizations to the core ENDUR functionality for ORLEN purposes (there is a set of customizations already applied by ORLEN as extensions for custom business processes and custom user requirements),
- c) developing interfaces supporting integration of ENDUR with other ORLEN systems, market data sources, and reporting tools,
- d) conducting functional/technical analyses regarding feasibility / options to deliver new ENDUR features / extensions as a response to requirements of ORLEN.

Development and technical support services regarding ENDUR system will include designing, implementing, testing and deploying solutions (functionalities, interfaces, configurations) on the basis of service requests submitted by ORLEN. Potential topics for the development services may include, among others:

- a) preparations for upgrades of the ENDUR system in test and production environments (including installation of ENDUR components within environments prepared by ORLEN)
- b) implementation of reports and reporting tools based on ENDUR data for the purposes of ORLEN business users and for obligatory external reporting (which may include integration with external registers, systems or services),
- c) implementation of ENDUR configurations and/or extensions for the purposes of transaction confirmations, settlements and accounting,
- d) designing and implementation of requested functional extensions to ENDUR core functionalities, with the use of available ENDUR development API's (OpenJVS development),
- e) designing and implementation of ENDUR configurations to support new transaction types applied in ORLEN trading business and new or changed business processes using ENDUR as a supporting tool,

- f) supporting ORLEN administrators of ENDUR to analyze, diagnose and prepare fixes for ENDUR system and data issues.

The objective of this RFP is to select a reliable Vendor and to agree a framework for cooperation according to the subject described above, on the basis of Service Requests submitted by ORLEN, with a limit of 50 MD (fifty man-days) and a realization schedule until 31 December 2026.

If the delivery of subject of this RFP proves Vendor's abilities to provide effective services for development and technical support for ENDUR, ORLEN might consider arranging the longer-term cooperation with the Vendor – it would require some future procurement steps separate and independent to this RFP.

Realization of the RFP Subject:

The development and technical support services for the ENDUR system at ORLEN will be provided each time based on a service request submitted by ORLEN (by a person appointed as responsible in the agreement), specifying the scope of the request (including a basic definition of requirements and expected results), the realization schedule, and other conditions. The development request execution cycle on the Vendor side (depending on the subject and scale of the service request) would include the following stages:

- a) Analysis and detailing of functional and non-functional requirements (IT security, integration, infrastructure etc. – if applicable for the request purposes) + preparation of solution design assumptions, which should result in short description/clarification of the solution proposed
- b) Estimation of expected effort (expressed in man-days) including the breakdown of the estimated workload by personnel profile of the Vendor
- c) Estimated schedule to deliver the service request results,
- d) Confirmation and obtaining approval of analysis results (including scope definition and estimations) with ORLEN
- e) Designing, implementation and system testing of the service request results,
- f) Integration and acceptance tests performed jointly with ORLEN at ORLEN's TEST environment,
- g) Deployment of the approved solution/configuration to the ORLEN's PROD environment,
- h) Preparation of an agreed set of user and technical documentation for the results of the service request,
- i) Stabilization support for the implemented service request results (fixing errors and issues regarding the delivered results during the initial post-deployment period).

2.3 Realization period

The execution of the subject matter of this request for quotation shall be carried out on the basis of a cooperation agreement mutually agreed upon by the Parties for the provision of services during 2026, with the option to extend it for a subsequent one-year period.

In the event that, during the term of the agreement, i.e. in 2026 (or any mutually agreed period of the contract), the Vendor does not perform services up to the maximum allocation of 50 MD (man-days), the Vendor shall not be entitled to any claim, remuneration, compensation, or other financial entitlement for the unused portion of the man-day pool. The Parties acknowledge and agree that the MD (man-day) pool specified in this RFP constitutes the upper limit of potential ordering, and ORLEN shall remain fully entitled to utilize only part of this pool without incurring any obligation to compensate the Vendor for the unutilized balance.

2.4 Terms of payment

All payments will be made by ORLEN S.A. to the bank account designated in the correctly issued invoice - the remuneration for the Vendor shall be calculated either at the level of a Fixed Price or at the level calculated according to Time & Material with Cap formula whatever is agreed as a pricing formula for the service request. The remuneration will be calculated after the service request results are confirmed by ORLEN with appropriate take-over protocol.

2.5 The expectations

In response to the RFP, the following requirements should be taken into consideration:

- a) The Vendor should confirm that they have experience in the development services and support for ENDUR systems similar to the one described in this RFP, with particular emphasis on integration aspects.
- b) The Vendor should confirm that they have qualified personnel with the necessary knowledge and expertise to carry out the scope of work defined in this RFP.
- c) The Vendor should confirm that at least one member of the declared team has relevant knowledge and experience in projects of comparable scope to that described in this RFP, having acted as a lead consultant responsible for independently implementing both programming and configuration changes to the system in question ENDUR.
- d) The Vendor should present a core team composed of 1 to 3 consultants who meet the requirements specified herein and would be assigned to support the services requested in the RFP for ORLEN, along with a description of each individual's competencies and professional experience.

NOTE: ORLEN expects exhaustive and specific answers to all the topics specified in the RFP.

2.6. References

ORLEN S.A. expects the Vendor to provide a short but specific description of a minimum of 2 references for engagements involving services similar to those described in the scope definition herein for ENDUR, from the last 3 years.

The reference description should include:

- a) Company name
- b) Address
- b) Business Profile
- c) Data on the contract (duration, start and end date of cooperation)
- d) Scope of activities regarding ENDUR system supported by the Vendor

ORLEN S.A. does not require references to be signed by the Vendor's clients; however, ORLEN S.A. may at any time request additional documents confirming the credibility of the declaration.

2.7. The bid development team

The Vendor is required to declare the core team that prepared and submitted the response to this RFP for ORLEN S.A. One person from the team should be appointed as the main contact person for ORLEN S.A. for the purpose of answering potential questions and planning potential next procurement steps.

3 Requirements concerning the RFP

3.1 Form of response

A Vendor's Proposal must be submitted via the ORLEN Group Purchasing Platform – Connect (www.connect.orlen.pl), according to the submission process and rules configured for the RFP.

ORLEN S.A. informs that there is no other way to submit a valid Proposal regarding the RFP – proposals submitted through a communication channel other than the Connect platform will not be considered by ORLEN S.A.

The Proposal should be submitted in a properly designated area within the Connect platform:

- **Technical Offer – attachment**
- **Commercial Offer – attachment**

Two separate files must be attached to the offer submitted in the Connect system.

The required form of response is a document in PDF, XLS format (in the case of a larger number of files compressed in a ZIP).

The Proposal should be confirmed by person(s) authorized to represent the Vendor – an extract from any applicable powers of attorney should be attached to the response.

3.2 Additional questions

While preparing the response, the Vendor has the right to ask additional questions regarding the RFP. Questions should be submitted via Connect (**“Questions/Answers” form**) and formulated in a way that prevents identification of the Vendor who asked the question.

On the basis of received questions ORLEN S.A. prepares a response – the same to all Vendors.

ORLEN S.A. reserves the right to refuse to provide the answer to questions without giving a reason.

3.3 Required elements of the response:

Technical part of the Proposal:

- Summary/ introduction – including an executive summary of the proposal and the key parameters (date of submission, validity date, other clauses used by the Vendor).
- Vendor confirmation that submitted proposal is consistent with the provisions of this RFP
- Vendor confirmation of fulfilment of specification described in the RFP
- The scope.
- Acceptance of the formal criteria defined on Connect Platform

-
- Acceptance of Appendix 1 – ORLEN’s regulations
- Fill in the Appendix 2 - Beneficial Owner Declaration
- Submit 2 (two) descriptions of reference projects confirming experience in working with the ENDUR system with the scope of work/services, within the last 3 years
- Present min. 3 members of the team, who will be able to be dedicated to cooperation with ORLEN, along with a presentation of their previous professional achievements, taking into account their ENDUR experience
- Confirmation of compliance with all the requirements expected by ORLEN S.A. in this inquiry and the annexes
 - Other information from the Vendor to supplement the proposal (if applicable)

Commercial part of the Proposal:

- Filled form on Connect platform, “price” position – total value
- Detailed pricing
- Confirmation of the payment terms (60 days)
- Other relevant commercial conditions (if applicable).

Below there is a list of all mandatory elements to be included in the response to this request:

- a) a guiding list with a table of contents (maintain uniform page numbering) and appendices that make up the bid,
- b) composition of the bid development team,
- c) background information about the Vendor’ company (name, address, business profile, including a description of the consortium, if any),
- d) description of competences of the Vendor to provide the services required by the scope of the RFP specified in section 2.2
- e) prerequisites and requirements to be met by ORLEN S.A. vital to project execution
- f) confirmation regarding the cooperation model described in the RFP as request execution cycle described in section 2.2
- g) the list of referential descriptions according to requirements specified in section 2.6
- h) stipulated costs (in PLN) by:
 - Estimation of a total cost of 50 MD (fifty man-days) of development and technical support for ENDUR system, considering and declaring average 1 MD (man-day) price (with typical engagement of Vendor personnel profiles to perform service

request tasks). The percentage of engagement of Vendor personnel profiles for assumed standard service request should be provided as an additional information.

- Development rates per (MD) man-day and by personnel profiles described in section 2.2

Specialist	Rate per man-day OFF-SITE [PLN]	Rate per man-day ON-SITE [PLN]
Analyst	[●]	[●]
Developer	[●]	[●]
Architect/Consultant	[●]	[●]
Project manager	[●]	[●]

- Consent to the wording of the cooperation agreement proposal included as Appendix no 1 to this RFP. ORLEN S.A. will consider only minor, limited number of remarks/changes to the original wording of the proposed Agreement requested by Vendor for further discussions.
- Other components that complement the RFP response (if any).

Submission of the above-mentioned data and documents is a prerequisite for processing responses to the RFP.

Note: As part of the detailed specifications of the proposed solution, it is essential to include all cost information, the model maintenance costs of the system, system development costs, other possible additional costs and information on copyright (if any).

3.4 **Communication language**

ORLEN S.A. accepts using both Polish and English as communication languages in the procurement process and during the project.

3.5 **Required price model of the proposal**

Estimated prices presented in the response to RFP shall be quoted as net prices.

Any future payment will be made to the bank account of the Vendor designated in the invoice within the minimum period of 60 days from delivery of a correctly issued invoice to the premises of ORLEN S.A., along with a complete set of required and signed appendixes (take-over protocols).

3.6 *Validity of the Response*

ORLEN S.A. requires that the Vendor clearly indicate the validity of the delivered response. The response shall be valid for a minimum period of 6 months from submission date

4 Additional information and contact person

This document along with all appendices hereto is owned by ORLEN S.A. and may not be used for any other purpose than related to this tender procedure without the consent of ORLEN S.A. Copying or distribution of this document in any form is prohibited without the prior written consent of ORLEN S.A.

ORLEN S.A. is not responsible for the content of auctions published on websites other than <https://connect.orlen.pl> and on ORLEN S.A.

Access to all auctions on <https://connect.orlen.pl> is free.

The person responsible for the RFP process on the part of the Procurement Area is:

Marta.Agacińska

ORLEN S.A.

IT Applications Procurement Team

ul. Chemików 7, 09-411 Płock

tel. +48 24 2422509

e-mail: Marta.Agacinska2@orlen.pl

The above person will be responsible for coordination of the process of providing replies to additional questions from the Vendor (including redirecting questions to the relevant experts at ORLEN S.A. in particular business areas and consolidating responses to the Vendor).

The only contact platform allowed for communication between Vendor and ORLEN S.A. about the RFP is the procurement portal: www.connect.orlen.pl

5 Appendices

5.1

Appendix 1 – Cooperation Agreement

Appendix No 2 – Beneficial Owner Declaration