



GOVERNMENT  
OF MALTA



FONDI.eu

# e-Commerce Service Providers Guidelines

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1. e-Commerce Service Providers already registered with the Measures and Support Division to provide services to develop e-Commerce websites to SMEs under the previous aid schemes, as of 2<sup>nd</sup> January 2024, shall be automatically considered as Registered e-Commerce Service Providers that may provide same service also to Large enterprises under the 'Digitalise your Business' aid scheme. This since the nature of the service provided remains the same irrespective of the size of the enterprise.
2. These Guidelines bind economic operators, hereinafter referred to as 'Service Providers' registered with the Measures and Support Division within the Ministry responsible for the management of Union Funds, to render services to develop e-Commerce websites.
3. To be considered for registration, Service Providers need to have the competence and expertise to render the services outlined within the Guidance Notes for this Initiative.
4. e-Commerce Service providers need to fill in the application to become a Registered Service Provider, together with providing all necessary documentation for consideration by the Measures and Support Division. In the case of a company, the application form is to be signed by the Authorised Representative of the enterprise, who shall be identified as a Director in the Memorandum of Articles of Association of the enterprise, and in the case of a self-employed it is to be signed by the self-employed person. Where the Memorandum of Articles of Association does not identify the Authorised Representative as a director, a declaration of Authorization by the Board of Directors is required. Further information on the application process can be found in the Annex to these Guidelines, titled *How to Register as an e-Commerce Service Provider*.
5. A Service Provider is required to appoint at least one lead expert being a senior member/employee of the organisation (e.g. partner, or forms part of the senior management team of the organisation), with a minimum of comparable recognised qualification at MQF Level 6 in any one of the following areas: Information Communications Technology, Software Development or e-Business.
6. Service Providers should provide a statement of their capability to handle the work together with a specific list of reference sites that the Service Provider has developed. A minimum of 3 reference projects meeting the following specifications should be submitted:
  - Two fully functional websites based on a Content Management System
  - One fully functional e-commerce site having an integrated payment gateway with an online product/service catalogue, a shopping cart, and a payment or booking system enabling online payments.
7. The Service Provider shall notify the Measures and Support Division by sending an email to [msd.eufunds@gov.mt](mailto:msd.eufunds@gov.mt) if it would like to amend details of a lead expert or add another lead expert respectively. This Division shall approve any changes to the approved experts or any

additional experts prior to any work being carried out in relation to supported activities under the Digitalise your Business aid scheme.

8. If an expert is no longer employed or their services are otherwise not being utilized in relation to supported activities under this Initiative, the Service Provider shall notify this Division by sending an email to [msd.eufunds@gov.mt](mailto:msd.eufunds@gov.mt).
9. The Service Provider is expected to adopt a software development methodology as part of the website development process. This should be supported by reporting, and project planning and management methodologies including a test plan that is supported by User Acceptance Testing. These methodologies should be supported by a system<sup>2</sup> of checks and balances and the Service Provider shall provide the Measures and Support Division with supporting documentation providing a detailed overview of such methodologies.
10. The Service Provider shall ensure that these methodologies are maintained when providing services to Undertakings being assisted through this Initiative.
11. Under this Initiative, registered Service Providers shall be eligible to provide services in line with the competence and expertise presented and as approved by the Measures and Support Division.
12. Services procured by enterprises assisted through this Initiative from a Registered Service Provider shall be in line with the respective Guidance Notes for this Initiative.
13. The final e-commerce product shall include acknowledgement to support from EU Funds in line with the respective Guidance Notes for this Initiative.
14. Services shall only be provided to beneficiary Undertakings external to the registered Service Provider. That is to say, the beneficiary and the Service Provider are to be autonomous and unrelated to each other. The report shall include a signed declaration as available on the respective section of the Fondi.eu website.
15. On project completion, the Service Provider shall provide the assisted Undertaking with an authenticated report, issued in duplicate, outlining the level of service provided, from a

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<sup>2</sup> This requirement does not necessitate certified quality standards, however the Service Provider has to have a documented methodology in place that offers assurance through checks and balances that the services and the emanating output meets the specific standards that at least meet the minimum requirements outlined in these guidelines.

technical perspective and its resultant output in line with the respective Guidance Notes for this Initiative.

16. The Measures and Support Division shall not be liable for any payments to the Service Provider for participating and registering under this Initiative.
17. The Measures and Support Division shall not be liable for any unhonoured payments due by enterprises to Service Providers with respect to any services rendered.
18. A Service Provider found to be in breach with the provisions of these guidelines will be de-registered and shall be informed in writing accordingly.
19. A Service Provider no longer wishing to be considered to provide services under this Initiative shall notify the Measures and Support Division accordingly by sending an e-mail to [msd.eufunds@gov.mt](mailto:msd.eufunds@gov.mt). Further details may be referred to in Annex I which is enclosed to this document.
20. If a lead expert would like to offer his services to more than one Service Provider, a copy of the consent from the Authorized Representatives of both service providers is to be submitted.
21. The Measures and Support Division reserves the right to verify any qualifications, experiences and conduct with third parties.
22. The Measures and Support Divisions reserves the right to refuse or withdraw a registration by any e-Commerce Service Provider on the basis of actual, potential or perceived reputational harm and/or unwanted or unfavourable publicity to the Measures and Support Division, the Government of Malta and EU funds.

## Annex I: How to register as an e-Commerce Service Provider

1. The authorized representative of a service provider is to submit an application by downloading a copy from <https://fondi.eu> from [here](#). Subsequently, the applicant shall fill all the required details of the Service Provider in the form. Evidence and other supporting documentation can be enclosed to the same email when a copy of the complete application is sent to [msd.eufunds@gov.mt](mailto:msd.eufunds@gov.mt).
2. All the details related to the Service Provider have to be filled in. A minimum of 1 Lead Expert needs to be registered by filling in the details in the pertinent section – Resources. The details for any additional Expert added to the application must be filled in too. The application includes a section on the applicant's software development methodology and a list of 3 reference projects (websites) designed by the applicant must be provided.
3. Once an application has been submitted, an acknowledgement email shall be sent out to the authorized representative's email address, informing them that an application has been submitted. It is only once the Measures and Support Division has approved a submission that an applicant is added to the list of Registered Service Providers. This Division reserves the right to request the applicant for further information or additional documentation where and as necessary.
4. Once an application has been approved, the Registered Service Provider may wish to add or remove an existing Lead Expert or change any details relating to an existing Lead Expert. The authorised representative is to inform this Division by sending an email to [msd.eufunds@gov.mt](mailto:msd.eufunds@gov.mt) clearly indicating the new details.
5. In each case, the new Lead Expert will only be added to the service provider once the submission has been approved by the Measures and Support Division.
6. If a Registered Service Provider wishes to be deregister and hence be removed from the list published on Fondi.eu it needs to inform the Measures and Support Division by sending an email to [msd.eufunds@gov.mt](mailto:msd.eufunds@gov.mt).



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