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Request for proposals

For the installation of a Virtual Hybrid Classroom

InnoEnergy

www.innoenergy.com



InnoEnergy is supported by the EIT,
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2. Overview of InnoEnergy

InnoEnergy SE is a European company fostering the integration of education, technology, business and entrepreneurship and strengthening the culture of innovation. The challenge is big, but our goal is simple: to achieve a sustainable energy future for Europe. Innovation is the solution. New ideas, products and services that make a real difference, new businesses and new people to deliver them to market. At InnoEnergy we support and invest in innovation at every stage of the journey – from classroom to end-customer. With our network of partners we build connections across Europe, bringing together inventors and industry, graduates and employers, researchers and entrepreneurs, businesses and markets.

We work in three essential areas of the innovation mix:

- Education to help create an informed and ambitious workforce that understands the demands of sustainability and the needs of industry.
- Innovation Projects to bring together ideas, inventors and industry to create commercially attractive technologies that deliver real results to customers.
- Business Creation Services to support entrepreneurs and start-ups who are expanding Europe's energy ecosystem with their innovative offerings.

Bringing these disciplines together maximizes the impact of each, accelerates the development of market-ready solutions, and creates a fertile environment in which we can sell the innovative results of our work.

For more information about our company please visit the following website:

<http://www.innoenergy.com/about-innoenergy/>

3. Scope of work

The motivation for this request for proposal was a twofold question from InnoEnergy. One was the request to find a better online education system than the one used in 2019 and earlier. In the feedback of the courses the professors and the students gave a negative appreciation on the video conferencing system used. Secondly the outbreak of Corona urged InnoEnergy to look at options to organize the current classroom education into an online education.

3.1. General Objectives

The solution InnoEnergy is looking for will have the following general characteristics:

- Allow synchronous remote and face-to-face teaching and learning in one classroom (called Virtual Hybrid Classroom)
- Advanced learning analytics for the remote students (for example the option to calculate interactions each individual remote student has engaged in while the class was running. This is useful for evaluating communication skills or other 21st century skills)
- Mimicking the traditional lecturing approach, but with additional widely available teaching technologies (i.e. electric whiteboard, live access to the learning management system which in InnoEnergy's case are different learning platforms as we have different university partners across Europe, guided interactions). This option to start hybrid teaching from a comfortable frequently used lecturing approach is necessary to create a broader buy-in from the teacher side.
- Allow interactivity during the hybrid courses, so that students who attend class remotely as well as students that attend classes physically can learn from each other (social learning, peer-to-peer learning) as the class is rolled out. This includes that the

technology will allow the remote students to be part of the classroom experience (with their own camera and microphone, while receiving a high-quality audio/video stream sent out from the teacher and physical classroom system, remote students and classroom students can hear each other and engage in discussions).

- To be able to cross-use the system in the sense that a learner can for example be physically present in one location for one specific class, while calling in (be remote learner) for the course being given in another location.
- Typically, the number of physically available participants is about 25, while the number of remote participants is also about 25.
- The system has to be scalable very easy as InnoEnergy anticipates a rapid growth in the usage of this system from the current 25 remote users to probably more than 50 by the end of 2020. On the other hand, also the scalability in the number of classrooms needs to be easy. Currently three virtual hybrid classrooms will be installed but adding an additional classroom with the above-mentioned cross-use should be very easy. Therefore a cloud application would probably be most suitable and flexible in this situation
- The system needs to be usable in different situations: it has to be used in classroom teaching but should also accommodate case teaching. This requires that the system enables online breakout sessions and discussion groups.
- The system needs to be flexible enough to allow coaching or task-mentoring for external students and professional learners. This compliments the professional learning demands of InnoEnergy where the universities have the experts who can be asked to coach high-end professionals.

3.2. *Detailed work scope*

Looking at the system from different user perspectives, following features should be available in the system.

Experience:

- Hybrid Virtual Classroom: virtual & physical participants present. You can combine remote and local participants in one classroom.
- Teacher experience: Offer an experience which is close to what a teacher experience is when teaching in a physical classroom, without having to transform the teaching style completely & still reach the same learning outcomes. This includes that the teacher can continuously see the remote students from where he/she stands in the classroom.
- Student experience: Students can select the 'content' stream they want to ensure concentration & they can see the teacher in action. This has an advantage, e.g. when a teacher explains something while writing a formula. The learner (physically present and remote) has the ability to directly interact with the digital whiteboard of the teacher, as well as voicing their questions instantaneously. Students benefit from the interactions because they are closer to the actual teaching, they are more involved in the full classroom experience (e.g. they can hear what other students – both remote and present – are saying as well due to the high-quality audio capturing system).
- Remote teacher participation: Possibility to add remote teachers with same capabilities as in room teacher, remote teachers will appear as part of the content stream.
- Body language visualised with teacher camera: Teacher's body language & students' facial expression are visualised as all student faces are visualised real size, this puts them on the front rows so to speak.

- Engagement analytics: Engagement analytics give feedback to the teacher to improve his training and personalise students learning paths. All engagement analytics can be downloaded and are directly visible as an overlay to the teacher.

Functionality:

- The classroom should be accessible for the remote student on a desktop and on mobile devices. The teacher accesses the system in the classroom on a standard portable or desktop PC
- Break out room: Enhances collaboration of small breakouts during the session
- Interactivity (quiz, poll, silent question, chat, raise hands, ...) in the same software platform. Enhances student's engagement through interactive functionalities within the same Software platform, this makes it easier to handle raw data coming from the platform.
- It's easy to create and launch a poll on the go for trainers during a session or ask a question to be answered by all students (remote and present).
- Annotation on whiteboard: Stimulates student engagement through enabling them to write back on whiteboard or ask them for responses on what is written.
- Dynamic content layout: Can share different working group content by comparing in one layout and make content bigger/smaller

Security

- Identification of users: Recognition of individual users, 2-factor authentication is turned on for admin purposes

3.3. Mandatory Requirements

There is an essential requirement for our system. If this requirement is not fulfilled (or at least an alternative solution with the same or similar outcome), a platform cannot be considered for purposes of this tender.

InnoEnergy is looking for a Virtual Hybrid Classroom, as described above combining students which are physically available in the classroom with remote students with an experience which is close to what a teacher and student is experiencing when teaching/learning in a physical classroom. InnoEnergy is not looking for a videoconferencing system where a teacher is connected to his/her remote students. As mentioned in the introduction these video conferencing solutions have been used before by InnoEnergy and the feedback of the professors and the students has been negative.

3.4. Deliverables to be included in the proposal

In the first phase three classrooms will be equipped as a Virtual Hybrid Classroom. These classrooms are located in Barcelona, Lisbon and Stockholm.

In order to make a cost estimation for the installation of the hardware, the dimensions of the classroom are about 7.5m X 9.50m, height about 2.90 m. Ceiling type is perforated metal tiles 30cm X 100 cm which can be easily removed

- 3.4.1.** The deliverables in the project will include all elements needed to realize the platform with the above-mentioned functionality of the Virtual Hybrid Classroom for 12 to 24 remote students on three locations: Barcelona, Lisbon and Stockholm :

For the complete solution a price will be given consisting of

1. Hardware cost including all materials which might be necessary to create the necessary environment
2. Software cost
3. Licensing scheme and cost for 12 to 24 remote students
4. Estimation of the Installation cost per classroom and indication on who will do that installation
5. Cost for a training for the teaching staff on the technicalities of the installation
6. Support cost for the system ensuring working hours operations
7. All other cost which might be incurred by installing and using this platform

The cost proposal needs to cover the cost of ownership for the next four years: 2020,2021,2022,2023. InnoEnergy wants to have two options:

- a) the option to have one contract for four years.
- b) a contract for two years and the option to extend the contract with two years. In this option InnoEnergy requires that the supplier commits to the two year additional option price for the extension in the current offer submitted.
- c) The cost proposal should also mention the way in which the number of remote students can be systematically extended. When in the coming years the number of remote students increases, what is the limit of remote students and what will be the cost involved in elements mentioned under 3.4.1 when expanding the number of remote students. In this option InnoEnergy requires that the supplier commits to the additional option price for the extension in the current offer submitted.

- 3.4.2.** On the other hand, what will be the cost impact if InnoEnergy has less remote students in a Virtual Hybrid Classroom than the installed capacity. Say the installation can cover 24 remote learners, but on the average only 12 learners will participate. Will this have an impact on the hardware, software or licensing cost?

- 3.4.3.** The proposal will also mention the way in which an additional Virtual Hybrid classroom with the above-mentioned functionality in another InnoEnergy Co-Locations can be added. The InnoEnergy Co-Locations are limited to European countries. It needs to be specified all the additional costs this will incur including installation, license fees and whatever additional fees which need to be considered. In this option InnoEnergy requires that the supplier commits to the additional option price for the extension in the current offer submitted.

The proposal will also mention examples of installations of other Virtual Hybrid Classrooms already installed.

3.5. **Methodology and organisation of work**

An indication should be given on how the installation will be executed.

3.6. **Timing and planning**

The system has to be installed in a short timeframe; it should be available by mid of August 2020 in the different locations. A rough timing schedule based on eventual lead times which exist for the delivery of components of the hardware installation, should be added. This implementation timeline to ensure the platform is ready at the date agreed will include the aspects such as design, set-up, training, testing, launch.

4. Proposal Process

4.1. Participation

- a) Participation in this proposal procedure is open to all tenderers.
- b) All participants must sign the Tenderers' declaration form attached and submit it with the proposal. Please note that the tenderer may not modify the text, it has to be submitted signed as provided by InnoEnergy attached to the request for proposal document.

4.2. Submission of proposal

	DATE (Calendar dates)
Publishing RFP	15/05/2020
Deadline for requesting clarification from InnoEnergy	22/05/2020
Deadline for submitting proposals	05/06/2020
Intended date of notification of award	12/06/2020
Intended date of contract signature	17/06/2020

Proposals must be emailed in English to the following address to:

Contact name: for the attention of Mr. Johan Thys

E-mail: johan.thys@innoenergy.com

The proposal shall contain:

- the technical response to the service requested (point 3).

- **the financial offer (the price for the services.)** The Financial offer must be presented in Euro. Prices must be indicated as net amount + VAT.
- **an indication of supplier's insurance coverage.** The proposal must specify whether the supplier has taken out a company liability insurance and/or professional liability insurance including the maximum amount of coverage Euro per event per insurance.

Responses should be concise and clear. The tenderer's proposal will be incorporated into any contract that results from this procedure. Tenderers are, therefore, cautioned not to make claims or statements that they are not prepared to commit to contractually. Subsequent modifications and counter-proposals, if applicable, shall also become an integral part of any resulting contract.

The tenderer represents that the individual submitting the natural or legal entity's proposal is duly authorized to bind its entity to the proposal as submitted. The tenderer also affirms that it has read the instructions to tenderers and has the experience, skills and resources to perform, according to conditions set forth in this proposal and the tenderers' proposal.

Tenderers are requested to submit with their proposal together with the filled-out Tenderers' declaration form (see point 4.1).

4.3. Validity of the proposals

Tenderers are bound by their proposals for 90 days after the deadline for submitting proposals or until they have been notified of non-award.

The selected winner must maintain its proposal for a further 60 days to close the contract.

Proposals not following the instructions of this Request for Proposal can be rejected by InnoEnergy.

4.4. Requests for additional information or clarification

The request for proposal should be clear enough to avoid tenderers having to request additional information during the procedure. In case the tenderers are in need of additional information or clarification, please address it to the address below. All information requested or answered may only be done through written communication – email only. Answers will be provided via the IE call for proposal section on the website. All questions should be sent prior to deadline for requesting clarification as specified in 4.2. In case of complex or high value procurements, InnoEnergy could arrange a clarification session which will be communicated to the tenderers.

Contact name: for the attention of Mr. Johan Thys

E-mail: johan.thys@innoenergy.com

The InnoEnergy has no obligation to provide clarification.

4.5. Costs for preparing proposals

No costs incurred by the tenderer in preparing and submitting the proposal are reimbursable. All such costs must be borne by the tenderer.

4.6. Ownership of the proposals

InnoEnergy retains ownership of all proposals received under this tendering procedure. Proprietary information identified as such, which is submitted by tenderer in connection with this procurement, will be kept confidential.

The potential or actual supplier should accept that during the implementation of the contract and for four years after the completion of the contract, for the purposes of safeguarding the EU’s financial interests, InnoEnergy may transfer the proposal and the contract of the supplier to internal audit services, to the EIT, to the European Court of Auditors, to the Financial Irregularities Panel or to the European Anti-Fraud Office.

4.7. Clarification related to the submitted proposals

After submission of the proposals, they shall be checked if they satisfy all the formal requirements set out in the proposal dossier. Where information or documentation submitted by the tenderers are or appears to be incomplete or erroneous or where specific documents are missing, InnoEnergy may request the tenderer concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit. **All information requested or answered may only be done through written communication – email only.**

4.8. Negotiation about the submitted proposal

After checking the administrative compliance of the tenderers, InnoEnergy may negotiate the contract terms with the tenderers. In this negotiation InnoEnergy will ask all tenderers to adjust the proposal or specific sections of the proposal within an appropriate time limit. In case of negotiation, InnoEnergy shall provide further information about the proceedings and timing.

4.9. Evaluation of proposals

The quality of each proposal will be evaluated in accordance with the below mentioned award criteria. The award criteria will be examined in accordance with the requested service indicated in Section 3 of the document.

Technical Criteria	Points
The proposal will be evaluated against the features of the “Virtual Hybrid Classroom” and the requirements set for learners and teachers as defined in this document under paragraphs 3.1, 3.2 and 3.3.	40
Installation, Implementation and launch plan	10
Availability of technical training and support	10
Evaluation of the timeline of the implementation/proposal to be in line with the requirement as specified in 3.6 Timing and Planning.	10
Availability of company liability insurance	10
Total score for technical criteria	80
Financial Criteria	
Lowest offered price shall receive the highest score, other shall be calculated in relation to that in linear equation	20
Total score for financial criteria	20
Total maximum score	100

4.10. Signature of contract(s)

The successful and unsuccessful tenderers will be informed in writing (via email) about the result of the award procedure.

For the contract the Service Agreement in Annex 2 shall apply. Any change desired by the tenderer in the provisions contained in the body of this Service Agreement needs to be communicated to InnoEnergy as part of the proposal of such tenderer. Background for this is that such desired changes need to be taken into account in the evaluation of the proposal of each tenderer under Liability Exposure above. Significant changes are likely to lengthen the negotiation process, making it less likely that the Service Agreement can be signed in time.

Within 3 days of receipt of the contract from InnoEnergy, the selected tenderer shall sign and date the contract and return it to the InnoEnergy. Upon receipt, InnoEnergy shall also sign and send back to the winner one signed copy. In case the winning tenderer is unable to enter into the contract within the above mentioned time period, InnoEnergy may decide to contract the second best.

4.11. Cancellation of the proposal procedure

In the event of cancellation of the proposal procedure, InnoEnergy will notify tenderers of the cancellation. In no event shall InnoEnergy be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a proposal procedure, even if InnoEnergy has been advised of the possibility of damages.

4.12. Appeals/complaints

Tenderers believing that they have been harmed by an error or irregularity during the award process may file a complaint. Appeals should be addressed to InnoEnergy. The tenderers have 3 days days to file their complaints from the receipt of the letter of notification of award.

4.13. Ethics clauses / Corruptive practices

The InnoEnergy reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the Contract, the InnoEnergy may refrain from concluding the Contract.

The supplier shall take all measures to prevent any situation where the impartial and objective implementation of the contract is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest ('conflict of interests'). He should inform the InnoEnergy immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

4.14. Annexes

Annex 1: Tenderers' Declaration form.

Annex 2: Draft Contract Template. IE's contract template.