

# Request for proposals

Flexible full-service provider for maintenance & service across Germany for a two-wheeled light electric vehicles rental start-up.

**EIT InnoEnergy**

## **1. Table of contents**

1. Table of contents	2
2. Overview of EIT InnoEnergy	3
3. Scope of work	3
4. Proposal Process	4
4.1. <i>Participation</i>	4
4.2. <i>Submission of proposal</i>	4
4.3. <i>Validity of the proposals</i>	5
4.4. <i>Requests for additional information or clarification</i>	5
4.5. <i>Costs for preparing proposals</i>	5
4.6. <i>Ownership of the proposals</i>	5
4.7. <i>Clarification related to the submitted proposals</i>	5
4.8. <i>Negotiation about the submitted proposal</i>	5
4.9. <i>Evaluation of proposals</i>	6
4.10. <i>Signature of contract(s)</i>	6
4.11. <i>Cancellation of the proposal procedure</i>	6
4.12. <i>Appeals/complaints</i>	7
4.13. <i>Ethics clauses / Corruptive practices</i>	7
4.14. <i>Annexes</i>	7



## **2. Overview of EIT InnoEnergy**

EIT InnoEnergy 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 EIT 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 maximises 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**

EIT InnoEnergy is searching for a flexible full-service provider for maintenance & service across Germany for a two-wheeled light electric vehicles rental start-up. The start-up is now scaling up its pilot in Berlin and will expand to other German cities (e.g. Cologne, Munich and Hamburg) in the near future. In each city, the start-up operates multiple locations. For providing an excellent full-service to their B2B customers the following activities have to be conducted: weekly maintenance, on demand maintenance, repair service and branding of new vehicles. All these services have to be provided on-site, where the vehicles will be based in Berlin, Cologne, Munich and Hamburg.

The vehicle fleet size will be approx. 100 vehicles but may vary due to new pilots and the extension of existing ones.

Therefore EIT InnoEnergy is looking for a supplier that can fulfil the following requirements:

- The service shall be provided in Berlin and other German cities. These other cities might be Cologne, Hamburg and Munich. It is required that the maintenance & service provider is able to provide the needed activities in new cities (not known yet) within several days.
- The services shall be provided in up to five locations per city
- Each vehicle shall be checked and if necessary repaired each week and ad-hoc upon request
- Branding of the vehicles
- Storage of the vehicles
- Providing a service window: Monday- Friday 9:00-18:00
- These services should be provided as of mid of November 2020, for 4 months. An extension of the contract for another max. 4month could be possible.



- Spare parts shall be included in the offer but separately from the monthly maintenance fee. EIT InnoEnergy will only pay for the services, spare parts shall be invoiced directly to the start-up which will pay for it
- Monthly invoicing

The offer shall show a monthly fee per vehicle based up on an estimation of average 100 vehicles during these 4 months.

#### **4. Proposal Process**

##### **4.1. Participation**

Participation in this proposal procedure is open to all tenderers.

##### **4.2. Submission of proposal**

	<b>DATE (Calendar dates)</b>
<b>Publishing RFP on InnoEnergy website</b>	<b>02.11.2020</b>
<b>Deadline for requesting clarification from EIT InnoEnergy</b>	<b>05.11.2020</b>
<b>Deadline for submitting proposals</b>	<b>09.11.2020</b>
<b>Intended date of notification of award</b>	<b>10.11.2020</b>
<b>Intended date of contract signature</b>	<b>14.11.2020</b>

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

**Contact name:** for the attention of Mrs. Jana Osswald

**E-mail:** jana.osswald@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 in **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.

#### **4.3. *Validity of the proposals***

Tenderers are bound by their proposals for 30 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 30 days to close the contract.

**Proposals not following the instructions of this Request for Proposal can be rejected by EIT 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 Mrs. Jana Osswald

**E-mail:** [jana.osswald@innoenergy.com](mailto:jana.osswald@innoenergy.com)

EIT 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***

EIT 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, EIT 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, EIT 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, EIT InnoEnergy may negotiate the contract terms with the tenderers. In this negotiation EIT InnoEnergy will ask all tenderers to adjust the proposal or specific sections of the proposal within an appropriate time limit. In case of negotiation, EIT 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.

##### **Evaluation criteria**

1. Begin of provided service in Berlin by mid-November (15 Points)
2. Ability to cover other Germany cities (e.g. Cologne, Hamburg and Munich) with the needed services within a few days after the official notification. (20 Points)
3. Repair Interventions: ≤ 3 working days after request (15 Points)
4. Preventive maintenance: Every bike will receive full preventive maintenance 52 times per year (10 Points)
5. References for having successfully provided the needed services for two-wheeled electric vehicles in an B2B environment in the past (10 Points))

##### **Total technical score: 70 points maximum**

1. Price or total cost: lowest offer per full-service rate per vehicle shall receive the highest score, other shall be calculated in relation to that in linear equation (maximum point: 30)

##### **Total financial score: 30 points maximum**

##### **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 EIT 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 EIT InnoEnergy, the selected tenderer shall sign and date the contract and return it to EIT InnoEnergy. Upon receipt, EIT 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, EIT InnoEnergy may decide to contract the second best.

#### **4.11. Cancellation of the proposal procedure**

In the event of cancellation of the proposal procedure, EIT InnoEnergy will notify tenderers of the cancellation. In no event shall EIT 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 EIT 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 EIT InnoEnergy. The tenderers have 3 days to file their complaints from the receipt of the letter of notification of award.

#### **4.13. Ethics clauses / Corruptive practices**

EIT 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, EIT 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 EIT 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: Draft Contract Template.*

