

Request for proposals

Travel agency business partner

InnoEnergy

www.innoenergy.com



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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

InnoEnergy (IE) is looking for a partnership with a travel agency to outsource the complete travel arrangements for its personnel, event travelling and other external stakeholders travelling for InnoEnergy purposes. The aim is to collaborate with a trusted travel partner to establish a efficient & user friendly travel process, including booking flights, hotels and other ways of transportation. The contract period is for 2 years, with a possibility to extend for another 2 years in case of mutual satisfaction of services and available budget and under the exact same conditions (work scope + price).

General objectives:

A stable, (mobile) accessible and user-friendly online portal in which IE's employees are able to search and book transport possibilities like flights, train, car hire and hotels (online) as well the possibility to book directly over the phone via the travel agencies support desk (offline). The aim is to have 1 central system with a de- centralized use (and managed) in all of our co-locations being Stockholm (Sweden), Eindhoven (Netherlands), Grenoble / Paris (France), Barcelona / Madrid (Spain), Lisbon (Portugal), Karlsruhe / Berlin (Germany) and Krakow / Warsaw (Poland). The contracted supplier will start with a pilot in collaboration with InnoEnergy in one of our co-locations and start the company wide roll-out as soon as IE's project manager gives green light. In addition of the above mentioned work scope, we also seek for support to our event manager with travel & accommodation during event organization throughout the year. 3 to 6 events per year.

Very important: InnoEnergy is looking for an on-account service, meaning **no** Air-plus method or credit / Lodge card usage. The travel partner should pre-pay the booked transactions and invoice InnoEnergy on a monthly basis for the full contract period. A pre-payment is negotiable.

Detailed objectives: Please see Annex 3

Key facts: *these are estimations, no rights can be derived from these numbers

- Approx. 1.5 million EUR annual spend companywide (Excl. events)
- 900K – 1.000K EUR on flights / 350K – 400K EUR on Hotels / 100K – 120K EUR on Trains
- 90% online adoption (self-booking online) and 10% agent assisted (offline booking)
- 450K – 500K EUR spend from POS NL
- 250K – 300K EUR spend from POS Iberia (Spain + Portugal)
- 150K – 200K EUR spend from POS Germany
- 150K – 200K EUR spend from POS Sweden
- 150K – 200K EUR spend from POS Poland
- 100K – 150K EUR spend from POS France
- 30K – 50K EUR spend from POS Belgium
- High ratio of linked booking (flight + hotel)
- 80% EU flights / 15% Domestic flights within EU / 5% Intercontinental flights (mainly U.S.)
- Train usage: 70% Domestic within EU countries / 30% European tracks
- Lower use of car hire services (max 5 per month)

4. Proposal Process

4.1. Participation

- a) Participation in this proposal procedure is open for all tenderers.

4.2. Submission of proposal

	DATE (Calendar dates)
Publish date of RFP	5 th of March 2024
Deadline for submitting proposals	30 th of March 2024
Planning showcases (1 on 1 sessions for user experience)	Between 1 st and 12 th of April 2024
Intended date of notification of award	20 th of April 2024
Intended date of contract signature	30 th of April 2024
Preparation & implementation	May / June 2024

- Please note that any proposal received after the deadline will be rejected.

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

Contact name: for the attention of Mr. Christof Breda

E-mail: christof.breda@innoenergy.com

The proposal shall contain:

- the technical response to the service requested in Annex 3 (please fill in Annex 3) as well an overview of your travel agency (profile of dedicated team, current customer portfolio and proposed methodology or approach.)
- the financial offer (the price for the services: handling fee per different category booking or fixed price approach (online / offline fee i.a.), and all additional necessary costs like implementation costs) The financial offer must be presented in EUR 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 EUR per event per insurance.
- Annex 2 Tenderers declaration form, completely filled and signed.

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 60 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 30 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. 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. Christof Breda

E-mail: christof.breda@innoenergy.com

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.

The tenderer is requested to present a live showcase of their online portal, via a video conference or on sight in one of our InnoEnergy premises (Stockholm, Amsterdam, Eindhoven, Brussels, Grenoble, Barcelona, Lisbon, Karlsruhe, Berlin or Krakow). IE's evaluation committee members could request some clarifications on the spot. Dates will be agreed upon with tenderers after submitting the proposals.

Evaluation criteria

1. Travel agency's online portal showcase ➔ The use, look & feel (maximum points: 35)
2. Travel agency's ability to provide requested services in Annex 3 (maximum points: 20)
3. Travel agency's experience and current client database (maximum points: 10)
4. Liability exposure: tenderer with best insurance coverage and least changes to contract template shall receive the highest score (maximum point: 5)

Total technical score: 70 points maximum

5. Price or total cost: lowest offered expert unit price 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 1 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 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: Draft Contract Template

Annex 2: Tenderers declaration form

Annex 3: InnoEnergy criteria list