

Request for proposals:

Educational Technology Platforms and
Solutions for InnoEnergy Skills
Institute

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2. Overview of InnoEnergy

InnoEnergy operates at the center of the energy transition and is the leading innovation engine in sustainable energy. It brings the technology, business model innovation and skills required to accelerate the green deal, progress towards Europe's decarbonization and re-industrialization goals, whilst also improving energy security.

Ranked as the most active investor in the energy sector in 2022 by Pitchbook, named in 2023 as one of Europe's top 10 most active Deep Tech investors by Sifted, and recognized in 2022 as Europe's leading impact investor in cleantech by Startup Genome, InnoEnergy backs innovations across a range of areas. These include energy storage, transport and mobility, renewables, energy efficiency, hard to abate industries, smart grids and sustainable buildings and cities, amongst others.

InnoEnergy is the driving force behind three strategic European initiatives which include the European Battery Alliance (EBA), the European Green Hydrogen Acceleration Center (EGHAC) and the European Solar Photovoltaic Industry Alliance (ESIA).

InnoEnergy was established in 2010 and is supported by the European Institute of Innovation and Technology (EIT), an independent EU body set up in 2008 to drive innovation and entrepreneurship across Europe. Since its inception, InnoEnergy has screened more than 7,000 start-ups, launched more than 300 products to market and overseen its portfolio companies filing 370+ patents. Today, InnoEnergy has a 200+ strong team with offices across Europe and in Boston, US. www.innoenergy.com

The InnoEnergy Skills Institute is an evolution of InnoEnergy's highly successful European Battery Alliance (EBA) Academy, expanding to also include green hydrogen and solar photovoltaics (PV) value chains. Its agile, modular approach to training will deliver the latest trends and training with adaptable, customizable courses and programs that meet specific needs, regardless of location, size, or technology.

Inspired and informed by the dynamic clean energy ecosystem of InnoEnergy, we equip the global workforce with the expertise and skills required to create a sustainable economy, distilling our unrivalled knowledge and knowhow into relevant, applicable, and effective modular training courses and credentials.

So far, the institute has trained and upskilled over 70,000 workers and delivered more than 35 certifications, more than 80 courses and programs in over ten languages. Our agility and expertise transform the skills of today's workforce into those needed for a clean tomorrow.

<https://www.innoenergy.com/skillsinstitute/>

3. Scope of work: Educational Technology Solutions

3.1. General Objectives

The InnoEnergy Skills Institute invites proposals from qualified vendors to design, develop, and implement enhanced Educational Technology platforms and solutions. This initiative is part of our commitment to advancing learning experiences for our diverse stakeholders, both internal and external. Our goal is to create a state-of-the-art learning environment that is user-friendly, feature-rich, and aligned with the highest standards of quality and innovation.

The selected vendor will play a key role in transforming our educational ecosystem by delivering scalable, efficient, and secure platform(s). The solutions must integrate seamlessly with existing systems while meeting the dynamic needs of our learners, administrators, and partners.

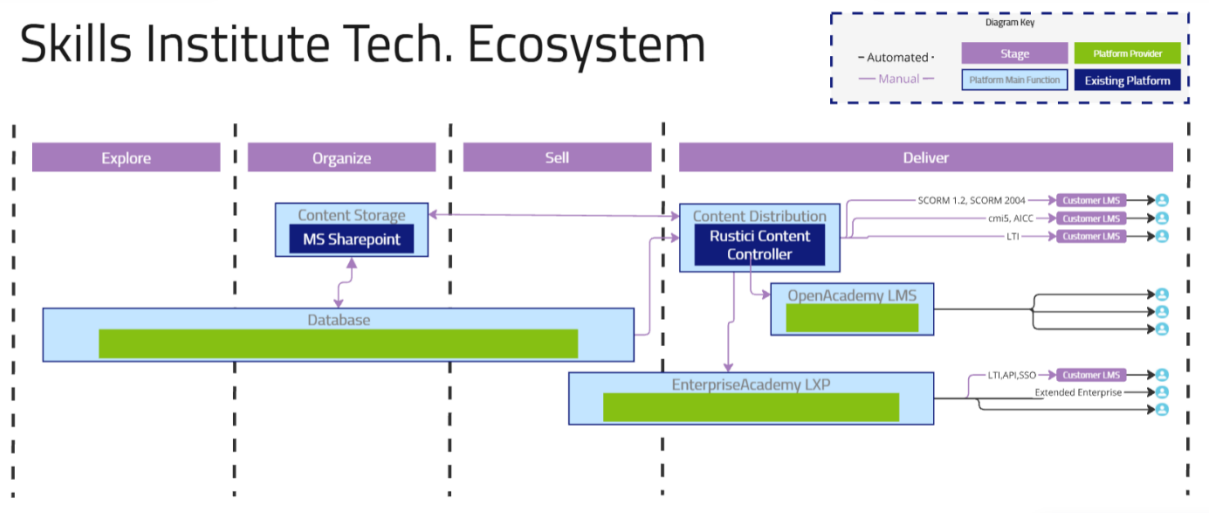
We aim to achieve the following objectives:

1. **Enhance User Experience:** Develop a modern, intuitive interface that facilitates seamless navigation and accessibility for learners.
2. **Ensure Comprehensive Functionality:** Incorporate features to support diverse learning modalities, such as online courses, virtual classrooms, and interactive content.
3. **Enable Scalability and Flexibility:** Provide a platform capable of handling growth in users and content while adapting to changing educational needs.
4. **Provide Robust Administration Tools:** Simplify course management, progress tracking, and reporting for administrators.
5. **Ensure Data Security and Privacy:** Implement rigorous data protection measures in compliance with relevant regulations.
6. **Achieve Interoperability:** Ensure compatibility with current systems and integration with third-party tools.
7. **Facilitate Seamless Integration:** Harmonize with existing technologies, software, and tools used by InnoEnergy.

By enhancing our Educational Technology, we aim to deliver a learning experience that meets the highest standards of quality and innovation.

Please find the current ecosystem depiction below.

Skills Institute Tech. Ecosystem



Given the variety of services required, we have divided the scope of work into three (3) distinct lots (referred to as LOTS). Each LOT represents a specific block of deliverables, as illustrated in the ecosystem diagram below, with light green indicating each LOT.

The overview of LOTS:

LOT Nr 1: Enterprise Academy Learning Management System: an LMS/LXP platform able to support wide range of needs, including robust e-commerce functionality

LOT Nr 2: Open Academy Learning Management System: an LMS/LXP platform able to support high number of learners at a low cost per learner.

LOT Nr 3: Database: a software solution for product and partner management in database format.

Respondents to this Request for Proposals may choose to respond to one or more LOTS, clearly specifying which deliverables they intend to cover. It is not expected that a single vendor will cover all LOTS. Instead, the focus should be on demonstrating strengths in covering one or more LOTS effectively.

Notes about the LOTS:

- Depending on the proposals we receive, it might be that one bidder is appointed for one or more LOTS.
- In exceptional cases InnoEnergy might appoint several bidders to ensure that we will get our needs always covered.
- The outcome of this Request for Proposals (RFP) will be the establishment of an agreement with each of the selected tenderers.

In this chapter, we will provide a summary of the requirements for each LOT (category) included in this Request for Proposals (RFP). This section will serve as a high-level guide to understanding the scope and objectives for each LOT. For a comprehensive and detailed list of requirements specific to each LOT, please refer to Annex 3: ISI Detailed Requirements Form.

Respondents are required to carefully review the detailed requirements for their selected LOT(s) and complete the corresponding tab in Annex 3: ISI Detailed Requirement Form, which is provided as an Excel sheet. Relevant tabs in Annex 3 must be filled by indicating "Yes" or "No" for each requirement and providing Vendor Comments. It is essential to ensure that responses align with the outlined specifications and expectations. If only a part of line items can be covered, the vendor must use the comment field to specify that. The completed Annex 3, along with all necessary documentation and supporting materials, must be submitted as part of the proposal response package. More information about the proposal process and Response documents will follow in point 4.

3.2.1. Enterprise Academy

LOT requirement summary for the Enterprise Academy:

Requirement Area	Summary
Content Authoring/Development	Supports intuitive course creation, multiple content types (text, video, quizzes, simulations), SCORM/xAPI compliance, collaborative authoring, and AI-powered content generation.
Content Management	Provides a centralized repository for training materials, advanced metadata tagging, version control, and unlimited or high-limit hosting.
Training Management (Asynchronous/Self-paced Online)	Supports various content formats (SCORM, video, PDF, VR), advanced access controls, and integration with third-party training providers.
Business Delivery	Enables export of courses in standard formats (SCORM, LTI, xAPI) and deep linking or API-based integration for external delivery.
Training Management (F2F/Labs/VLS/Hybrid)	Manage sessions, instructor assignments, attendance tracking, virtual classroom integration, and blended learning workflows.
Personalized Learning	Creates curated and adaptive learning paths, AI-driven course recommendations, and personalized notifications based on skill gaps and performance.
Certification	Automates certification issuance based on completion, performance, and attendance, with customizable templates and external platform integration.
Administrator & Team Management	Implements role-based access control (RBAC), configurable user permissions, and custom learner grouping for effective management.
Learner Management	Supports cohort-based learning, prerequisite enforcement, waitlist management, and learner-specific data fields.
School Management	Allows multi-school creation, white-labeled business silos, and dedicated mobile apps for individual schools.
Engagement & Gamification	Incorporates points, badges, leaderboards, interactive challenges, and quizzes to boost learner motivation.

E-commerce	Provides integrated storefronts, multiple payment options, subscription management, bulk purchasing, and revenue-sharing models.
Reporting and Analytics	Offers real-time dashboards, deep learner analytics, customizable reports, skill gap identification, and integration with BI tools.
Skills Management	Establishes a skill taxonomy, AI-driven tagging, self-assessments, skills dashboards, and proficiency tracking.
User Interface and Experience	Ensures intuitive navigation, WCAG compliance, and full white-label branding support.
Globalization and Localization	Supports multi-language UI and content, along with localized formats for dates, time, and currency.
Notifications & Reminders	Enables multi-channel notifications, custom reminders, automated alerts, and bulk messaging for administrators.
Social Learning/Community	Features discussion boards, peer interaction spaces, and content engagement options.
Data Migration	Provides tools for importing legacy data, preserving user progress, and bulk data import/export utilities.
Customer Satisfaction	Implements real-time feedback, automated surveys, Net Promoter Score (NPS) tracking, and instructor evaluations.
Automation	Enables workflow automation with AI-powered content generation, notifications, and process triggers.
Integrations	Supports API-based integrations, direct connections to external platforms, and modular plugin-based extensibility.
Direct-Marketplace	Integrated storefront for course and certification purchases, eliminating the need for external integration. Enables advanced revenue split with partner training providers and automated commission calculations. Supports affiliate setup with commissions and referral links
Skill-specific Assessment & Mapping	Enable AI-driven mapping of skills to learning outcomes. Configure and distribute self-skill assessments to reflect proficiency levels. Learners can complete assessments in various formats (exam, quiz, project) and view results. Set conditional rules for skill-based triggers (e.g., notifications for low skill levels). Admin dashboard for tracking learner progress.
LTI- Provider	Allow delivery of training to external platforms using LTI

3.2.2. Open Academy

LOT requirement summary for the Open Academy:

Requirement Area	Summary
Content Authoring/Development	Supports intuitive course creation, multiple content types (text, video, quizzes, simulations), SCORM/xAPI compliance, collaborative authoring, and AI-powered content generation.
Content Management	Provides a centralized repository for training materials, advanced metadata tagging, version control, and unlimited or high-limit hosting.

Training Management (Asynchronous/Self-paced Online)	Supports various content formats (SCORM, video, PDF, VR), advanced access controls, and integration with third-party training providers.
Training Management (F2F/Labs/VLS/Hybrid)	Manage sessions, instructor assignments, attendance tracking, virtual classroom integration, and blended learning workflows.
Personalized Learning	Creates adaptive learning paths, AI-driven course recommendations, and personalized notifications based on skill gaps and performance.
Certification	Automates certification issuance based on completion, performance, and attendance, with customizable templates and external platform integration.
Administrator & Team Management	Implements role-based access control (RBAC), configurable user permissions, and custom learner grouping for effective management.
Learner Management	Supports cohort-based learning, prerequisite enforcement, waitlist management, and learner-specific data fields.
School Management	Allows multi-school creation, white-labeled business silos, and dedicated mobile apps for individual schools.
Engagement & Gamification	Incorporates points, badges, leaderboards, interactive challenges, and quizzes to boost learner motivation.
E-commerce	Provides integrated storefronts, multiple payment options, subscription management, bulk purchasing, and revenue-sharing models.
Reporting and Analytics	Offers real-time dashboards, deep learner analytics, customizable reports, skill gap identification, and integration with BI tools.
Skills Management	Establishes a skill taxonomy, AI-driven tagging, self-assessments, skills dashboards, and proficiency tracking.
User Interface and Experience	Ensures intuitive navigation, WCAG compliance, and full white-label branding support.
Globalization and Localization	Supports multi-language UI and content, along with localized formats for dates, time, and currency.
Notifications & Reminders	Enables multi-channel notifications, custom reminders, automated alerts, and bulk messaging for administrators.
Social Learning/Community	Features discussion boards, peer interaction spaces, and content engagement options.
Data Migration	Provides tools for importing legacy data, preserving user progress, and bulk data import/export utilities.
Customer Satisfaction	Implements real-time feedback, automated surveys, Net Promoter Score (NPS) tracking, and instructor evaluations.
Automation	Enables workflow automation with AI-powered content generation, notifications, and process triggers.
Integrations	Supports API-based integrations, direct connections to external platforms, and modular plugin-based extensibility.
Open, Low Cost	Low-Cost, High-Volume: Allow open enrollment for a high volume of learners (5,000+) without incurring incremental license costs.

LOT requirement summary for the Database:

Requirement Area	Summary
Database Management	Organizes and structures data with flexible field types, real-time syncing, AI-driven insights, and reporting for partners.
Relational Database	Enables data connectivity across multiple tables with conditional counts, lookups, and advanced formulas.
Record & Partner Management	Manages training and partner records, configurable screening workflows, custom checklists, and content evaluation with various field types.
Interfaces	Creates customized views with specific permissions, approval processes, and personalized reporting through dashboards.
Administrator & Team Collaboration	Supports role-based data access, real-time collaboration, in-app communication, and automated notifications for approvals.
Integrations	Supports API-based external integrations, webhooks, and modular plugin architectures for extended functionality.
Automation	Allows custom multi-step workflow automations, AI-powered content processing, and automated notification setups.
Data Migration	Provides tools for importing legacy data, bulk import/export via CSV/XML, and preserving structured historical records.

3.2.4. Overarching requirements: summary

Regardless of the chosen LOT(s), respondents also must address the **overarching requirements** that apply to all submissions in response to this RFP. The corresponding tab in Appendix 3 is 'Overarching Requirements' and filling it is mandatory.

Overarching requirements ensure that the platform meets the fundamental performance, security, and usability standards expected by the InnoEnergy Skills Institute.

Overarching requirements summary:

Requirement Area	Summary
Storage	Ensures servers are EU-based, offer unlimited or high-limit storage, and supports large individual file sizes.
Performance & Reliability	Guarantees 99.9% uptime, fast server response and page load times, efficient load balancing, disaster recovery, and high concurrent user capacity.
UI/UX	Provides a modern, mobile-responsive UI with modular customization, easy navigation, multi-language support, and WCAG 2+ accessibility compliance.
Security	Ensures GDPR, PCI, and SSL compliance with ISO 27001/SOC 2 standards, encryption, MFA, SSO (SAML/OAuth), API security, and audit logs for compliance.
Customization	Allows corporate branding with logo, colors, fonts, CSS, and custom URLs.

Development Roadmap & Release Planning	Defines backlog management, bottleneck resolution, future releases, and customer support planning.
Support	Provides SLAs, dedicated support managers, onboarding training, knowledge bases, admin/end-user support, an active user community, and feature roadmaps.

3.3. Deliverables

To ensure the selection of a capable and committed vendor, InnoEnergy requires proposals that clearly demonstrate the vendor’s ability to deliver a comprehensive, future-ready educational technology solution. The proposed platform must not only meet the detailed functional and technical requirements outlined in this document but also provide end-to-end support across the platform lifecycle—from design and implementation to training, migration, testing, launch, and long-term support.

Proposals should provide a structured overview of the proposed solution and services, evidencing the vendor’s capability, experience, and readiness to meet both overarching and LOT-specific needs. In addition to demonstrating compliance with InnoEnergy’s legal and technical standards, the proposal must detail the full implementation journey, highlight key roles and timelines, outline support mechanisms, and present a transparent cost structure. The information provided will enable InnoEnergy to assess the completeness, feasibility, and alignment of the proposed solution with the strategic goals of the initiative.

To Be Included in the Proposal

To evaluate the proposed platform(s), solutions and services, and to understand the scope of work and associated obligations, InnoEnergy requires that the proposal includes the following:

1. **Company Information:** summary of general information about the vendor and any proposed partners.
2. **LOTs Overview:** summary of the LOTs being bid for, including details on whether and how the vendor meets both overarching and LOT-specific requirements.
3. **Detailed Requirement Compliance:** completed Annex 3: ISI Detailed Requirements Form, providing detailed responses on how the vendor meets overarching and LOT-specific requirements (limited to the LOTs being bid for).
4. **Experience and References:** Examples of similar platforms previously developed and managed by the vendor.
5. **Implementation Timeline:** recommended implementation plan and role of the implementation manager that ensures the platform is operational by the mutually agreed-upon deadline. InnoEnergy will prefer vendors able to complete launch by Q2, 2025. The timeline should clearly outline each phase, including:
 - **Design:** Collaborate with InnoEnergy to create a tailored platform design, including wireframes or prototypes, iterative feedback, and a final approved design that meets modern UX/UI standards and customization needs.

- **Set-Up:** Configure the platform environment, integrate required tools and systems, establish user roles and permissions, and implement security protocols such as GDPR compliance, SSO, and data encryption.
 - **Training:** Deliver a comprehensive training program for super administrators, main administrators, and basic users, including hands-on workshops, manuals, and user-friendly resources for ongoing reference.
 - **Content Migration:** Migrate all content (e.g., SCORM, videos, assessments, custom formats) from the existing platform to the new one, ensuring accuracy, compatibility, and functionality through rigorous testing.
 - **Testing:** Conduct functional, performance, and security testing, including user acceptance testing (UAT), to ensure all features work seamlessly and any identified issues are resolved before launch.
 - **Launch:** Deploy the platform for live use with a soft launch or pilot phase, provide post-launch monitoring, and ensure vendor support to address any issues during the initial period.
6. **Support and Administration:** description of the administration and support services to be provided to InnoEnergy, with a preference for 24/7 support. This will be discussed and incorporated into the vendor's "Support Level Agreement" (SLA).
 7. **Client Obligations:** summary of any obligations InnoEnergy must comply with, if applicable (including but not limited to the following examples: data processing, system requirements, system integration support).
 8. Vendor's ability to comply with InnoEnergy legal standards and services. Least changes to the contract template shall receive the highest score.
 9. Share Company liability insurance. **Cost Breakdown:** clear and detailed breakdown of all costs.
 - Provide pricing for Monthly Active Billed Users (per Annual billing) as per the tiers below:

LOT Name	Monthly Active Billed User (Annually Billed)		
	Small Tier	Medium Tier	Large Tier
3.2.1 Enterprise Academy	1-499 MAU	500-4,999 MAU	5,000+ MAU
3.2.2 Open Academy	500-1,999 MAU	2000-9,999 MAU	10,000+ MAU
3.2.3 Database	1-9 MAU	10-50 MAU	51+ MAU

Overage usage pricing for each tier must be specified with the proposal.

- Costs should cover all line items that the vendor has marked as Yes in the Annex 3: ISI Detailed Requirement form.
- Comprehensive list of all items and services covered in the Proposal, including full implementation package
- Total yearly costs for a 1-year and a 2-year contract.

Useful Information for the vendors:

a) Payment Terms

Payment terms aligned with InnoEnergy's policy: payments will be made within 30 days of the invoice date.

b) Contract Extension

The price for any extension should be the same or lower as the initial period total price. The term of the extension can never be longer than the initial contract. This extension is contingent upon agreement on a Business Plan and availability of budget.

c) Notice period

2 months before the end of the first 12 month of the contract, contract can be terminated.

d) Data Processing & Liability

The Supplier/s shall process personal and non-personal data strictly in accordance with the instructions provided by InnoEnergy and only to the extent necessary for the execution of the requested services. Any data processing for the Supplier's own purposes, including but not limited to analytics, service improvements, or commercial use, shall require explicit prior written consent from InnoEnergy.

3.5. Timing and planning

InnoEnergy Skills Institute has prioritized this project and aims to launch the new platform as early as possible in **Q2 2025**. The exact delivery and implementation timeline will be finalized and agreed upon with the successful vendor. Implementation time will be assessed in the evaluation process.

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 the RFP on InnoEnergy website	01.04.2025
Deadline for requesting clarification from InnoEnergy	07.04.2025
Deadline for submitting proposals	18.04.2025
Intended date of notification of award	05.05.2025
Intended date of contract signature	13.05.2025

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

Contact name: for the attention of Ieva Lukase

E-mail: ieva.lukase@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.
- The terms and conditions to the Service Level Agreement.

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 counterproposals, 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 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 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.** All questions should be sent prior to the 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 Ieva Lukase

E-mail: ieva.lukase@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 , 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*

Evaluation criteria

Evaluation of proposals will be done separately for each lot, based on the Evaluation criteria specific to each LOT.

4.9.1. *Evaluation Criteria: Enterprise Academy*

Technical Criteria	Points
Overarching Requirements, as per submitted Annex 3	7
LOT Specific Technical Requirements, as per the submitted Annex 3	25
Vendor's Experience and References: Examples of similar platforms previously developed and managed by the vendor are fitting and can be applied to InnoEnergy business and use case, as per the submitted vendor proposal	7

The comprehensiveness and feasibility of the proposed Implementation Timeline and its details, as per the submitted vendor proposal	7
The availability and quality of ongoing support and administration provided by the platform vendor, as per the submitted proposal	7
Ability and willingness of InnoEnergy to meet the Client Obligations as mentioned in the vendor's proposal (0 points = obligations are too restrictive to 5 points = obligations cause no issues)	7
Vendor's ability to comply with InnoEnergy legal standards and services, as per the submitted vendor proposal	5
Compatibility and interoperability of the proposed platform with the InnoEnergy ecosystem	5
Company liability insurance	5
Total score for technical criteria	75
Financial Criteria	
Lowest offered price shall receive the highest score, other shall be calculated in relation to that in linear equation	25
Total score for financial criteria	25
Total maximum score	100

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: Enterprise Academy

Technical Criteria

1. The overarching requirements outlined in Annex 3 will be evaluated for completeness and relevance to the Enterprise Academy objectives (maximum **7 points**).
2. The fulfillment of LOT-specific technical requirements, as specified in Annex 3, will be assessed (maximum **25 points**).
3. The vendor's experience and references, including examples of similar platforms previously developed and managed, and their applicability to InnoEnergy's business and use case, will be evaluated (maximum **7 points**).

4. The comprehensiveness and feasibility of the proposed implementation timeline and associated details will be reviewed (maximum **7 points**).
5. The availability and quality of ongoing support and administrative services provided by the platform vendor will be assessed (maximum **7 points**).
6. The ability and willingness of InnoEnergy to meet the client's obligations as outlined in the vendor's proposal will be evaluated. Proposals will score from 0 points (obligations are too restrictive) to 5 points (obligations cause no issues) (maximum **7 points**).
7. The vendor's ability to comply with InnoEnergy's legal standards and services will be assessed (maximum **5 points**).
8. Compatibility and interoperability of the proposed platform with the InnoEnergy ecosystem will be reviewed by the InnoEnergy proposal evaluation committee (maximum **5 points**).
9. The company liability insurance will be evaluated (maximum **5 points**).

Total technical score: 75 points maximum

Financial Criteria

The lowest offered price shall receive the highest score. Other offers will be scored in relation to the lowest price using a linear equation (maximum **25 points**).

Total financial score: 25 points maximum

Total maximum score: 100 points

4.9.2. Evaluation Criteria: Open Academy

Technical Criteria	Points
Overarching Requirements, as per the submitted Annex 3	7
LOT Specific Technical Requirements, as per the submitted Annex 3	22
Vendor's Experience and References: Examples of similar platforms previously developed and managed by the vendor are fitting and can be applied to InnoEnergy business and use case, as per the submitted vendor proposal	7
The comprehensiveness and feasibility of the proposed Implementation Timeline and its details, as per the submitted vendor proposal	8
The availability and quality of ongoing support and administration provided by the platform vendor, as per the submitted proposal	8
Ability and willingness of InnoEnergy to meet the Client Obligations as mentioned in the vendor's proposal (0 points = obligations are too restrictive to 5 points = obligations cause no issues)	8

Vendor's ability to comply with InnoEnergy legal standards and services, as per the submitted vendor proposal	5
Compatibility and interoperability of the proposed platform with the InnoEnergy ecosystem	5
Company liability insurance	5
Total score for technical criteria	75
Financial Criteria	
Lowest offered price shall receive the highest score, other shall be calculated in relation to that in linear equation	25
Total score for financial criteria	25
Total maximum score	100

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: Open Academy

Technical Criteria

1. The overarching requirements outlined in Annex 3 will be evaluated for completeness and relevance to the Enterprise Academy objectives (maximum **7 points**).
2. The fulfillment of LOT-specific technical requirements, as specified in Annex 3, will be assessed (maximum **22 points**).
3. The vendor's experience and references, including examples of similar platforms previously developed and managed, and their applicability to InnoEnergy's business and use case, will be evaluated (maximum **10 points**).
4. The comprehensiveness and feasibility of the proposed implementation timeline and associated details will be reviewed (maximum **7 points**).
5. The availability and quality of ongoing support and administrative services provided by the platform vendor will be assessed (maximum **7 points**).
6. The ability and willingness of InnoEnergy to meet the client's obligations as outlined in the vendor's proposal will be evaluated. Proposals will score from 0 points (obligations are too restrictive) to 5 points (obligations cause no issues) (maximum **7 points**).
7. The vendor's ability to comply with InnoEnergy's legal standards and services will be assessed (maximum **5 points**).
8. Compatibility and interoperability of the proposed platform with the InnoEnergy ecosystem will be reviewed by the InnoEnergy proposal evaluation committee (maximum **5 points**).

9. The company liability insurance will be evaluated (maximum **5 points**).

Total technical score: 75 points maximum

Financial Criteria

The lowest offered price shall receive the highest score. Other offers will be scored in relation to the lowest price using a linear equation (maximum **25 points**).

Total financial score: 25 points maximum

Total maximum score: 100 points

4.9.3. Evaluation Criteria: Database

Technical Criteria	Points
Overarching Requirements, as per submitted Annex 3	7
LOT Specific Technical Requirements, as per the submitted Annex 3	24
Vendor's Experience and References: Examples of similar platforms previously developed and managed by the vendor are fitting and can be applied to InnoEnergy business and use case, as per the submitted vendor proposal.	7
The comprehensiveness and feasibility of the proposed Implementation Timeline and its details, as per the submitted vendor proposal	7
The availability and quality of ongoing support and administration provided by the platform vendor, as per the submitted proposal	7
Ability and willingness of InnoEnergy to meet the Client Obligations as mentioned in the vendor's proposal (0 points = obligations are too restrictive to 5 points = obligations cause no issues)	7
Vendor's ability to comply with InnoEnergy legal standards and services, as per the submitted vendor proposal	5
Compatibility and interoperability of the proposed platform with the InnoEnergy ecosystem	6
Company liability insurance	5
Total score for technical criteria	75
Financial Criteria	

Lowest offered price shall receive the highest score, other shall be calculated in relation to that in linear equation	25
Total score for financial criteria	25
Total maximum score	100

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: Database

Technical Criteria

1. The overarching requirements outlined in Annex 3 will be evaluated for completeness and relevance to the Enterprise Academy objectives (maximum **7 points**).
2. The fulfillment of LOT-specific technical requirements, as specified in Annex 3, will be assessed (maximum **24 points**).
3. The vendor's experience and references, including examples of similar platforms previously developed and managed, and their applicability to InnoEnergy's business and use case, will be evaluated (maximum **10 points**).
4. The comprehensiveness and feasibility of the proposed implementation timeline and associated details will be reviewed (maximum **7 points**).
5. The availability and quality of ongoing support and administrative services provided by the platform vendor will be assessed (maximum **5 points**).
6. The ability and willingness of InnoEnergy to meet the client's obligations as outlined in the vendor's proposal will be evaluated. Proposals will score from 0 points (obligations are too restrictive) to 5 points (obligations cause no issues) (maximum **7 points**).
7. The vendor's ability to comply with InnoEnergy's legal standards and services will be assessed (maximum **5 points**).
8. Compatibility and interoperability of the proposed platform with the InnoEnergy ecosystem will be reviewed by the InnoEnergy proposal evaluation committee (maximum **5 points**).
9. The availability of company liability insurance will be evaluated (maximum **5 points**).

Total technical score: 75 points maximum

Financial Criteria

The lowest offered price shall receive the highest score. Other offers will be scored in relation to the lowest price using a linear equation (maximum **25 points**).

Total financial score: 25 points maximum

Total maximum score: 100 points

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.

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. The 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 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 5 days to file their complaints from the receipt of the letter of notification of award.

4.13. Ethics clauses / Corruptive practices

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, 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 InnoEnergy immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

4.14. *Many journeys. One welcome.*

Diversity, inclusion and equality of opportunity are core InnoEnergy values. We are committed to extending the same warm welcome to everyone, whatever their personal journey. We strive to ensure every voice is heard.

We value the contribution that different viewpoints make to our business of innovation. Having a variety of perspectives at all levels also equips us to meet the needs of the diverse communities we serve.

We extend our commitment across the career cycle. We recruit people from diverse backgrounds—for example, as of 2022, we employed 39 nationalities split 50-50 male-female. We then ensure that every member of our team is involved and valued and receives equal recognition and opportunities for advancement.

In all areas of the employee experience (including recruitment, compensation and career development), and in all dealings with customers and communities, InnoEnergy staff will value merit regardless of age, social status, race, color or genetic features, disability, ethnic/social origin or national minority membership, gender, gender reassignment, sexual orientation, language, marital or partnership status, political or any other opinion, economic status, religion or spiritual belief.

Although we do not use this as a vendor selection criterion, we are interested in learning from others and would be happy to receive anything about your Diversity values or policy that you would care to offer.

4.15. *Annexes*

Annex 1 Annex 1: Tenderers' Declaration form

Annex 2 T_0_2_2 Service agreement above 15K (one-off services) 2024

Annex 3: ISI Detailed Requirements Form