



Request for proposals

Support with the student administration of the Institute of Sustainable Energy Foundation (Service)

InnoEnergy

Company The Institute of Sustainable Energy Stichting (iSE)

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INNO is the trading brand of The Institute of Sustainable Energy Stichting

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2. Overview of InnoEnergy

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 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 innovation mix:

- Education to help create an informed and ambitious workforce that understands the demands of sustainability and the needs of industry.
- Innovation Projects 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.

Masters+ is InnoEnergy's innovative educational programmes designed to develop the next generation of clean energy leaders. The programmes offer a specialized, high-quality master's courses and training modules that combine technical knowledge, business insight, and practical skills. Masters+ equips students with the expertise to tackle challenges across the energy transition, preparing them for impactful careers in sustainable energy innovation and entrepreneurship.

<https://mastersplus.innoenergy.com/>

Additionally, the company receives funding from several EU initiatives, including AI4GD, ReSkill4NetZero, the European Solar Academy, and the European Institute of Innovation and Technology (EIT). As a result, projects supported by these grants are subject to strict branding and compliance requirements.

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

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

3. Scope of work

Introduction

InnoEnergy's Masters+ organizes currently five distinct European Master's programmes. All address key areas of the sustainable energy mix, all develop highly valued, in-demand knowledge and skills, and all are directly relevant to the needs of a rapidly changing energy sector. Our programmes are taught by 14 universities and three business schools across Europe. All offer academic rigour as well as plenty of experience of supporting an international student body. All our programmes focus on the practical application of knowledge, gaining hands-on experience, and giving our graduates everything they need to kick-start a successful career in the energy industry.

More information about the MSc programmes can be found on our website:

<https://mastersplus.innoenergy.com/>

To facilitate the financial administration of the students, the Institute of Sustainable Energy Foundation (ISE Foundation) has been set up, to which the paying students pay their participation fees and through which scholarship students will be paid their monthly allowances (if applicable).

General objectives of the tender

To manage the administration of these processes, InnoEnergy is asking for the services of an experienced organisation to facilitate the student administration of the ISE Foundation, including but not limited to the issuing of invoices to self-paying students and the payment of monthly allowances to scholarship students.

The contract will be for the duration of two years. In case the budget coverage for future support for the services presently tendered, plus the continuing need for the services provided by the tenderer, InnoEnergy intends to extend the contract with the winner of the present supplier selection process with another 2 years. Any possible pricing changes during the contract extension must be incorporated in this submitted proposal that will be part of the financial evaluation. No adjustments can be made in the pricing conditions during the extension unless specified in the proposal. The contract extension will be done through a direct award procedure. This extension is subject to financial coverage and high-quality performance of the contractor as well as continuous need for the services, however this does not bind InnoEnergy to carry out an extension.

Detailed work scope

Run rate will be two intakes of between 200 and 300 students each, so between 500 and 600 enrolled students. Expected peak of the work will be May to December with lower intensity from January to April.

The process flow and detailed timeline for intake 2026 is described in Annex III. It shows the different stages applicants, students and alumni go through in the InnoEnergy Masters+To clarify, the scope of the tender is marked in red and described as Outsourcing and is related to the items:

- Student agreement
- Payment of monthly allowances
- Registration Fee/Administration fee
- Participation fee / Invoices

Expected tasks

1. **For all students per intake (300 plus, because not all admitted students will enroll).**
 - Send a request to pay the registration fee (currently €295) to all students who have accepted our offer and follow up on the received payments. Students do not pay an application fee to apply for our programmes, but once they have accepted our offer, they need to pay the registration fee in order to reserve their seat.
 - Once students have paid the registration fee, an invoice needs to be sent.
 - Prepare the personalised student agreement and obtain signatures from InnoEnergy, and the student and then archive the agreement. Template per programme will be provided by InnoEnergy

- Students may be accepted with a full fee waiver (paying no participation fees), partial fee waiver (paying €8.000, €14.000/year or €15.000/year) or as fully paying students (paying €19.000/year).
 - Keep correspondence with enrolled students throughout the year
 - General student related administration tasks that may pop up during the year.
2. **For students with a monthly allowance**
- Monthly allowances: prepare a monthly payment batch with information for InnoEnergy finance department. Contact with InnoEnergy about the payments. They will need an excel file with detailed information per scholarship student to check. Template of the file will be provided. InnoEnergy finance will then do the payments.
3. **For self-paying students (we expect to invite around 500 as self-paying students in 2026, of whom then around 200 are expected to enrol + the ongoing intake 2025 with around 123 paying students)**
- Issue a yearly invoice for participation fee instalments. Students may pay in up to five instalments per year. (year round). The participation fee that students need to pay is between €8000 and €19.000/year, depending on whether students are full fee paying or have a partial fee waiver.
 - Students who pay in instalments need to pay an additional administration fee, that also needs to be invoiced and followed up on
 - Check with finance that payments have registered.
 - Send reminders and follow up with students.
4. **General Administration**
- Support with smaller administrative tasks coming up throughout the year related to the Master students, such as involvement in the audits of iSE Foundation.

Expected deliverables

- To keep a student database with the financial and contract information per student
- Weekly accounts receivable overview
- Archive of student agreements per programme
- Payment batches for monthly allowances
- Invoices and administration of paying students

Methodology and organisation of work

In your proposal, please suggest your proposed methodology and organisation of the work outlined above. It should include at a minimum information about

- How the student agreements will be handled
- How and how often the contacts with admitted applicants and students will be maintained
- How the administration is organized, with for example a student database through a tool or excel file
- How the payment information will be presented to InnoEnergy
- How the data will be stored (availability, confidentiality, etc)
- What the most efficient way is to issue invoices and check payments

To take into account in your proposal:

- information about admitted students can be retrieved via an API linked to our online admissions portal, information on enrolled students and graduates and drop-outs can be retrieved via an API to our database of enrolled students

- you will be working with personal data of students and need to show GDPR compliancy in your proposal
- there should be continuous collaboration with the InnoEnergy Masters+ Office and Admissions Office and InnoEnergy finance team through one Masters+Single Point Of Contact (SPOC)
- any pricing changes during the contract extension must be adopted in the proposal
- The invoices for the services provided must be divided according to the projects specified by InnoEnergy. Each invoice should include a clear label or mention that enables InnoEnergy to allocate costs to each funding source detailed in Section 2 of this document.
-

Please show in your proposal how you organize the work in terms of human resources at your side.

Financial part of the proposal

In order to be able to compare the financial proposal, please indicate in your proposal at least:

- hourly rate and expected amount of hours, effectively the average monthly run rate for the services

Timing and planning

Following the list of tasks mentioned above, the first invoices to students should be issued in May 2026 and the first student agreements should be ready for signature in June 2026.

Interested parties are expected to clear any potential conflicts of interest with respect to other audit and non-audit related services rendered to ISE Foundation, KIC InnoEnergy SE and its subsidiaries, before submitting a proposal for services as described in this RFP.

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)
Publication of RFP on InnoEnergy website	27 February 2026
Deadline for requesting clarification from InnoEnergy	10 March 2026
Deadline for submitting proposals	13 March 2026
Intended date of notification of award	18 March 2026
Intended date of contract signature	26 March 2026

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

name: for the attention of Ms Katja Trued

E-mail: Katja.trued@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.

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 InnoEnergy website where the procurement documentations are published. 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 Ms Silvia Mateos

E-mail: silvia.mateos@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.

Evaluation criteria

1. Project experience and competences of the members of the proposed project teams, including experience with invoicing and student administration (maximum point: 15)
2. GDPR compliancy concerning the treatment of personal data of students (4 points)
3. Availability of company liability insurance (1 point)
4. Methodology approach of project and proposed project implementation (maximum point: 40)

Total technical score: 60 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: 40)

Total financial score: 40 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 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 5 working 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, colour 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: Tenderers' Declaration form.

Annex 2: Draft Contract Template.

Annex 3: Description process flow Master School