Request for Quotation

For: Project Portfolio Management Tool

Date: 12 March 2024

1 Overview

1.1 Executive Summary

This is a Request for Quotation (RFQ) that details EIT Climate-KIC's requirements for services. Please treat this document in accordance with the confidentiality obligations detailed further in this document.

Services and/or goods requested	Procurement of a Project Portfolio Management Software Solution and implementation services
The legal entity requesting these goods and/or services	Climate-KIC Holding B.V.
Services and/or goods will be delivered to the following locations	Services will be delivered remotely. Onsite services are not anticipated.
EIT Climate-KIC Contract Manager for submitting quotes and inquiries	Luke Basterfield PMO Programme and Change Lead Luke.Basterfield@climate-kic.org
Proposed contract term for successful candidates	2 Years

1.2 Timelines

EIT Climate-KIC has set the following indicative timelines for this RFQ:

Planned Date*	Milestones
12th March 2024	RFQ issued to bidders
Within 2 business days of receiving this RFQ	Bidders to confirm they will respond to RFQ
3 business days before the Submission Deadline	Deadline for bidders to submit questions on the RFQ
26th March 2024	Bidders submit quotes / Submission Deadline
30th March 2024	EIT Climate-KIC team to review quotes EIT Climate-KIC to gain clarification from bidders
5th April 2024	Notification of contract award
8th April 2024	Proposed contract start date

* EIT Climate-KIC reserves the right to amend this timetable during the RFQ.

1.3 How you can participate

1. Review the RFQ documents provided by EIT Climate-KIC.

2. Email the Contract Manager letting us know you will submit a quotation (within 2 business days if possible).
3. If you have questions on the RFQ, email the Contract Manager at least 3 business days before the submission deadline. We aim to respond in a timely manner wherever possible.
4. Submit a quote following the requirements at Section 0 by the Submission Deadline stated at Section 1.2.
5. EIT Climate-KIC will assess bids and notify bidders following the timeline at Section 1.2.

1.4 About EIT Climate-KIC

EIT Climate-KIC is the EU's climate innovation initiative, working to accelerate the transition to a zero-carbon and resilient world by enabling systems transformation. Headquartered in Amsterdam, it operates from 13 hubs across Europe and is active in 39 countries. EIT Climate-KIC was established in 2010 and is predominately funded by the European Institute of Innovation and Technology (EIT), a body of the European Union.

As a Knowledge and Innovation Community (KIC), it brings together more than 400 partners from business, academia, the public and non-profit sectors to create networks of expertise, through which innovative products, services and systems are developed, brought to market and scaled-up for impact. See https://www.climate-kic.org/ for more information.

2 Confidentiality

All information provided in this Request for Quotation (hereinafter "RFQ") document and any information that may be subsequently disclosed during discussions, correspondence and negotiations is confidential and must not be disclosed to any other party or used for any other purpose whatsoever without the prior written permission of Climate-KIC Holding B.V. or relevant subsidiary (hereinafter "EIT Climate-KIC").

The Supplier must not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Supplier's group or use them for any purpose other than for the preparation and submission of a response to this RFQ. The Supplier must not make any press announcements or publicise in any way EIT Climate-KIC's name, this document, the quotation process or any subsequent agreement without the prior written consent of EIT Climate-KIC.

EIT Climate-KIC may require the execution of Non Disclosure Agreement as part of this RFQ or for future commercial engagements. As part of preparation for the submission of the response and in any subsequent negotiations, the Supplier is allowed to disclose confidential information to others within the Supplier organisation, external advisors or subcontractors, provided that the confidentiality conditions are adhered to.

Employees of either party who have access to confidential information must be notified of their obligations with regard to confidentiality and of the disciplinary proceedings which will result if confidentiality conditions are breached.

3 Introduction and Background

EIT Climate-KIC are looking to introduce a Project Portfolio Management (PPM) software toolset with the organisation, to provide a centralised common for managing Projects, Programs and Portfolios.

EIT Climate-KIC established the PMO function in 2023, in order to support the organisation in the ongoing successful delivery of our Projects and Programs.

We currently have varying ways of working and toolsets used across our different delivery teams, with no standard Project Portfolio Management toolset in place today, with the main tools used for Project activities being around the standard typical Productivity suite of tools.

Our core value drivers for implementing a PPM tool are:

- Improved resource planning with the data and visibility needed to understand both current and future Project resource demand requirements and the available capacity
- Improved efficiencies through reducing manual workload involved with disconnected toolsets
- Structured approach to managing and reporting projects, yet with flexibility to support the needs of the different Projects and Programs we deliver.
- Optimisation of costs through improved planning of resources and Projects
- Automated reporting and dashboards providing real time visibility of Project and Portfolio data
- Enables common and repeatable ways of working, through the integration and embedding of our PMO Project Management Toolbox/Framework

We anticipate that the PPM tool will help us achieve these objectives, acting as an enabling toolset to support the activities we are undertaking to mature Project Management capabilities across other workstreams.

4 Specification

4.1 Scope

EIT Climate-KIC are requesting quotation for the procurement of a Project Portfolio Management (PPM) Software as a Service solution, including the necessary licenses, maintenance and implementation services needed for initial basic implementation.

The scope of services includes:

1. Technology
2. Development and infrastructure services
3. Project Management of suppliers deliverables
4. Service support
5. License management
6. Training
7. Phased Implementation

Requirements are detailed in the following subsections.

The supplier will ensure sufficient financial, economic, technical and professional capacity to deliver the services in an efficient and effective manner.

Additional services related to this Scope may be requested on a day rate basis. Please ensure a rate card is included with your submission and any other applicable costs associated with supplementary services.

Refer Section 4.3 for additional detailed requirements, including functional requirements, performance requirements, quality assurance and further detail on user licenses.

4.1.1 Technology

EIT Climate-KIC expects the technology proposal will meet or exceed industry standards in all areas.

The system design proposal should meet the following expectations:

- Leveraging configuration of Software as a Service
- Minimises or eliminates customisation
- Minimisation of technical debt
- Modern industry standard robust technology
  - Not built on legacy platforms or programming languages
- A robust ecosystem surrounding the technology
  - User community forums, support articles, user guides and training material
- Security best practices
  - Encrypted communications between client/server
  - Penetration tests identified no issues.
  - User security: LDAP (Lightweight Directory Access Protocol), 2-factor authentication, SSO (Single Sign-On)
- Hosted on scalable cloud infrastructure
  - Distributed physical hosting locations within EEA
  - Back-up and load balancing as appropriate
- Configurable backup frequency, recovery time can meet business needs.

4.1.2 Development and infrastructure services

It is expected that the solution only requires configuration rather than customisation, and without the need for development (including coding) or configuration that would result in deviating from the suppliers standard solution resulting in future potential issues such as version control or not being able to benefit from future updates made available to the standard product.

As part of this scope, it is expected that the supplier will provide the necessary services to perform an initial core basic level of configuration of the solution (if needed) to provide EIT Climate-KIC with a minimum viable product (MVP) as part of a 'Phase 1 implementation'.

It is expected that EIT Climate-KIC will then continue to further configure the solution as needed once the supplier has provided the initial Administrative training as outlined in this scope, in an effective 'Phase 1.5 implementation'.

Finally, there will be a secondary phase with a focus on data integrations.

More details on the phasing are provided further below.

Additional services related to this Scope may be requested on a day rate basis. Please ensure a rate card is included with your submission and any other applicable costs associated with supplementary services.

4.1.3 Project management

Project Management services to support the implementation are not required from EIT Climate-KIC, however EIT Climate-KIC expect the supplier to undertake and include the necessary Project Management to ensure the delivery of their services to the agreed timeline, costs and level of quality.

4.1.4 Service support

Refer Section **Error! Reference source not found.** for service level requirements.

4.1.5 License Management

Refer Section 4.3.4 for detailed requirements on user licenses.

4.1.6 Training

Training to be provided for advanced administration of the tool for our internal Super Users, which is to cover all aspects of configuring the solution, as well as other administrative functions such as access and role management. This training needs to be provided to a small number of internal EIT Climate-KIC employees, without any limitations on the number of attendees (within reason) or additional attendee fees.

End User training is not required as part of this scope, and will be managed internally by EIT Climate-KIC, however we expect the supplier to provide open access to their solutions training and instruction documentation, which EIT Climate-KIC can utilise, and where necessary tailor, for our own internal training needs.

4.1.7 Implementation Phasing

The implementation will be split into 3 distinct phases, with efforts and services needed from the Supplier primarily in Phase 1 and 2. Estimates for costings and efforts for delivering the scope associated with these phases, should be separated out into each phase in the returned response submission to this proposal.

Phase 1 Deliverables/Scope

As part of the scope in this phase, it is expected that the supplier will provide the necessary services to perform an initial core basic level of configuration of the solution (if needed) to provide EIT Climate-KIC with a minimum viable product (MVP) as part of a 'Phase 1 implementation'. This should include the delivery of Administration training to enable EIT Climate-KIC to continue to self-configure the solution in Phase 1.5

The key functions needed to be included (and configured) in Phase 1.5 scope are:

- Project planning (tasks lists, Gantt charts)
- Project Logs (RAIDD)
- Basic Project reporting
- Configuration based on our organisational structure
- Tailoring to our basic Project Lifecycle and PMO Project Toolbox
- Setup of high level Portfolio structure and any other required initial data and configuration
- User setup and configuration of user roles and profiles
- Initial tailoring of interface to our corporate brand
- Configuration and Administration training provided to Superusers

Phase 1.5 Deliverables/Scope

It is expected that EIT Climate-KIC will then continue to further configure the solution as needed once the supplier has provided the initial Administrative training as outlined in this scope, in an effective 'Phase 1.5 implementation'. Therefore there is not any expected services or deliverables from the supplier side in this phase, with the exception of ensuring any modules are activated to support the internal EIT Climate-KIC configuration and deployment of the below functions (any activations should be planned in Phase 1 work in preparation for Phase 1.5 if relevant):

- Resource management
- Advanced reporting and dashboards
- Opportunity Pipeline Project data (to support Portfolio Management and Resource Planning)
- Portfolio Management & Prioritisation
- Other additional feature and functions that we identify based on requirements and our learning from the initial Phase 1 implementation
- Incremental enhancements and improvements to existing functionality rolled out, based on lessons learned and feedback from PM users
- It is expected that Phase 1.5 could be initiated before completion of Phase 1, with effort and deliverables running in parallel, therefore early delivery of Administration training to enable this is crucial.

Phase 2 Deliverables/Scope

Phase 2 scope focuses on integrating the PPM tool with other existing internal EIT Climate-KIC business systems, including Salesforce CRM and ERP. Further details of the requirements

(extracted from the overall requirements list) are included in the separate document "Project Portfolio Management (PPM) Tool – EIT Climate-KIC Integration Requirements Overview".

Note that these requirements are high-level presently, and based on initial assumptions, and will need to be further detailed and refined once knowledge about the chosen PPM tool is acquired as part of our initial implementation, with input from the Supplier around good practices for implementation approaches, considering both cost effectiveness, data quality and maintenance effort.

Therefore, cost and effort estimates to deliver these integrations should be based on the information currently available, and any assumptions used, or potential variation in costs, should be clearly outlined.

The timeline for the Phase 2 is different to that of Phase 1, however it is anticipated the planning and detailed definition should commence as soon as possible in parallel to Phase 1 to ensure effective delivery of Phase 2 deliverables soon after Phase 1 completion.

- Integration with Salesforce for importing data on Pipeline Projects to support complete Portfolio Management and Resource Planning (many PPM tools have out of the box integrations with SalesForce, however this might need tailoring to our internal SalesForce instance, processes and ways of working)

- Integration with ERP for integrating project financial data and timesheet data

- Requirements and specification for above to be defined through internal workshops, and also collaboration with PPM solution provider

4.2 Out of scope

For clarity, the following services are specifically "Out of Scope"

- Data migration services

4.3 Detailed requirements

EIT Climate-KIC has collated the following functional and performance requirements for delivery of the goods and/or services in scope of this RFQ.

4.3.1 Functional requirements

EIT Climate-KIC have summarised the functionality requirements in the separate document "EIT Climate KIC PPM Tool Requirements". Bidders are asked to specify whether the requirement is available as part of their standard configuration, requires additional configuration (minor or major), or unavailable. Please detail what functionality may incur additional cost in your proposal with estimates where applicable.

EIT Climate-KIC have the following general requirements regarding usability (in addition to the requirements identified in the accompanying document):

- English is the required language of all systems
- We request suppliers to indicate their standard functionality to support accessibility (e.g. impaired vision or hearing, motor difficulties)

- User experience and navigation is intuitive throughout and based on appropriately named modules/objects/items
- There are short menu paths (e.g. 3 to 5 clicks) to all standard processes
- Single sign on applies across all modules and is harmonised with EIT Climate-KIC's productivity suite (e.g. Microsoft Office)
- Help menu items can be accessed at process and item levels
- Help text is available on hover for key processes

4.3.2 Performance requirements

The following points should be sufficiently addressed in your proposal:

- Fault tolerance
- Scalability
- Elasticity
- Low latency
- 99.99% uptime

4.3.3 Quality assurance

The Supplier should include their approach to quality assurance in their proposal. We request detail on:

- Provision of services
- Project documentation
- Data protection impact assessment
- Security and compliance
- Tools and metrics in use
- Development (test/pre-production) environment
- Approach to testing
- Production environments
- Product documentation
- Seamless integration between in-house and outsourced services
- Deployment and go-live processes

4.3.4 User licenses

User licenses should be issued and billed on an as-required basis. To help EIT Climate-KIC manage user numbers and budget, the Supplier should include periodic auditing of usage and the ability to terminate inactive licenses. EIT Climate-KIC reserve the right to request usage reports and termination of inactive users at our discretion during the contract term.

The proposal should consider different use cases where appropriate to enable flexibility during the contract term. Associated pricing should consider the functionality, utilisation and access levels where appropriate such that different types of users can be added over time, and with flexibility between license types.

EIT Climate-KIC may consider bulk license purchases for this contract. If these are being proposed, EIT Climate-KIC request that:
- Volume-based scale pricing is offered spanning the expected usage range
- The price scale is included in the contract

- We have the option at our sole discretion to select the preferred quantity periodically during the contract term (e.g. annually) to adapt to demand (up and down)
- If there are any material capacity constraints, this is communicated to EIT Climate-KIC
- The supplier will proactively support EIT Climate-KIC in achieving value for money for licenses for the duration of the contract

Current License needs:

Our current expectations for license volumes are:

Internal Users:

- Administrator Licenses: 5
- Project Manager Licenses: 50
- Project Team Member Licenses: 30
- Collaborator Licenses: 10

External Users:
- Project Manager Licenses: 5
- Project Team Member Licenses: 15
- Collaborator Licenses: 10

Potential Future License needs:

There is potential that this could increase following initial implementation and would like prices for both scenarios:

Internal Users:

- Administrator Licenses: 10
- Project Manager Licenses: 90
- Project Team Member Licenses: 60
- Collaborator Licenses: 30

External Users:
- Project Manager Licenses: 40
- Project Team Member Licenses: 90
- Collaborator Licenses: 40

4.4 Project Timelines

The services will be delivered to meet the following project milestones:

Phase 1:

Milestone	Time frame
Discovery phase complete	Beginning April 2024
Administrator Training	
User Acceptance Testing	
End user roles finalised	
Final sign off pre go-live	

Milestone	Time frame
Go live	Early May 2024
Hypercare period	Early – Mid May 2024
Transition to business as usual	Mid May 2024
Project completion	Mid-End May 2024

Phase 2:

Milestone	Time frame
Discovery phase complete	End May 2024
Configuration/Development	
User Acceptance Testing	End June 2024
Final sign off pre go-live	End July 2024
Go live	August 2024
Project completion	September 2024

4.5 Service Level Requirements

In providing goods and/or services to EIT Climate-KIC, the following service levels are requested:

- Services are requested during business hours 9am to 4pm CET excluding public holidays
- Services are further described at Section 4.1.4
- Services may be required outside general business hours and flexible working arrangements are requested.
- The service provider should be generally contactable and responsive during business hours by phone or email.
- Services should be delivered by professionally competent and appropriately experienced individuals.
- The provider is to propose a suitable service level agreement to ensure key elements of goods and/or services delivery are defined, aligned and tracked over time. This should include escalation channels, performance indicators / targets and mechanisms for remediation of ongoing missed performance targets (e.g. credits, rebates or reimbursement). EIT Climate-KIC ask to discuss and align expectations on service levels with the successful bidder prior to award.

4.6 Sustainability

In order to uphold our commitment to sustainability, EIT Climate-KIC aims to minimise any negative impact we may have on the natural and built environment by effectively managing our resources.

In the efforts to procure in a sustainable manner with minimal impact, the following requests are made of the bidder:

- The services are to be delivered digitally following a paperless policy.

- Let us know your efforts towards reducing energy consumption associated with the servers and infrastructure utilised by your organisation in connection with the services
- We recognise the more data we consume and store is proportional to the impact of our operations. Please share if you have processes for the automation of data management and consumption to reduce our impact.
- We love to hear what suppliers are doing to minimise impact. Feel encouraged to share your approach and policies if applicable.

4.7 Eligibility

EIT Climate-KIC reserve the right to reject proposals where the proposed supplier:

- Has insufficient technical, professional or financial capacity to deliver the services.
- Has been bankrupt or insolvent (last 7 years)
- Is sanctioned by a relevant authority
- Does not comply or has previously not complied with our Ethical Standards for Contractual Counterparties
- Has been convicted of crime, links to terrorism, breach of tax or social security obligations
- Is an individual prior employee of an EIT Climate-KIC or group entity (discretionary basis)
- Will continue to be a full time employee of an EIT grant recipient or EIT Climate-KIC partner during the contract term (discretionary basis)

If any of these scenarios apply, please make EIT Climate-KIC aware in your submission.

4.8 Required Experience and Capabilities

The team or individuals delivering the services should be able to demonstrate the following experience and capabilities:

- Experience in Project delivery organisational contexts
- Working knowledge of SalesForce, common ERP solutions
- Project and financial management showcasing on time and on budget delivery
- Written and spoken local language competency in English

4.9 Payment & Invoicing

- Payments will be made following provision of a correctly rendered undisputed digital (via email) invoice to EIT Climate-KIC. The EIT Climate-KIC contract manager will inform the successful bidder where to submit invoices.

- Payment terms associated with delivery of the goods and/or services must be not less than net 30 days.

- EIT Climate-KIC can provide a purchase order number to be referenced on invoices.

- Where EIT Climate-KIC is requesting services over longer periods of time, we ask that bidders invoice in a pay as we go model (e.g. billed on a monthly consolidated invoice based on work completed or completion of deliverables).

- Requests for deposit payments are generally not accepted.

- If the bidder is requesting any form of payment prior to delivery of goods and/or services, this must be raised with EIT Climate-KIC.

- If submitting invoices for subscription services, please ensure these fees are itemised and priced at line level.

4.10 Contract Management

A one-off agreement is proposed for award of work.

EIT Climate-KIC can share their standard terms and conditions but will consider the bidder's own terms and conditions on the basis that the bidder can incorporate the following:

- EIT Climate-KIC requires that that service providers provide an indemnity to EIT Climate-KIC for breach of third party intellectual property rights;
- EIT Climate-KIC's primary source of funds is the European Institute of Innovation and Technology (EIT) eit.europa.eu/. Consequently, EIT Climate-KIC is obliged to pass through certain FPA/SGA terms to all service provider and service providers are required to agree and comply with such terms. See http://www.climate-kic.org/policies/;
- In addition, EIT Climate-KIC will ask that service providers comply with the Ethical Standards for Climate-KIC Contractual Counterparties available at https://www.climate-kic.org/policies
- Service providers are required to comply with EIT Climate-KIC's standard data protection clauses (can be provided in advance on request) and provide an indemnity for any breach;
- The liability of the service provider to EIT Climate-KIC (and affiliates) to be uncapped in respect of breach of data protection clauses. For all other heads, liability of the service provider to EIT Climate-KIC (and affiliates) may be capped at a reasonable multiple of fees not less than 2X. If applicable, EIT Climate-KIC liability to service provider also be similarly capped;
- No indemnities extended by EIT Climate-KIC to service providers.

4.11 Account Management

The provision of services associated with this RFQ will be subject to the following account management requirements

- A dedicated account manager is required
- At least one account management meeting scheduled each year
- The service provider can discuss and agree on the frequency and scope of periodic account management meetings with the EIT Climate-KIC Contract Manager
- Progress shall be reported monthly by email or call upon request
- KPI's to any Service Level Agreement are to be reported quarterly or as otherwise agreed

5 Award Criteria

EIT Climate-KIC will assess bids based on the following factors:

Component	Weighting
Cost – the total cost for providing the scope.	40%
Quality – suitability and capability of the proposed services to deliver the scope and requirements in the Specification as evidenced by its proposal.	20%

Component	Weighting
Ability of bidder to fulfil the scope of services, in a manner consistent with EIT Climate-KIC's objectives and those of this project, as evidenced by its proposal.	20%
Usability and adoption – ease of use of the proposed toolset, accessibility, aesthetics, simplicity and modern user interface, encouraging user adoption	20%
Total	100%

6 Instruction to Bidders

6.1 Responding with your quote

EIT Climate-KIC are requesting the following are submitted to bid on this contract:

1. A **Response** that sufficiently details the bidder's offer and responds to the requirements contained in this document.
    o The bidder is kindly asked to include their trading name, VAT or tax identification number (if applicable) and registered trading address (p*lease note, address is not required for an individual).*
    o Include website links to examples of work previously performed by the bidder if applicable (e.g. portfolios, work products or other)
    o Professional references that can be reached by EIT Climate-KIC to verify previous services delivery
2. A **Quotation** that meets the requirements described at Section 6.2
3. Resumes of individuals that will be assigned to conduct the services for EIT Climate-KIC

Any alternative solutions or services that the bidder may wish to bring to the attention of EIT Climate-KIC should be included at the end of your response. EIT Climate-KIC reserves the right to reject RFQ responses that do not confirm with these guidelines.

All responses shall be made to the Contract Manager (refer Section 1.1) via electronic copy

6.2 Quotation requirements

EIT Climate-KIC request that bidders quote in the following manner as appropriate to delivery of the services:

- Please provide itemised quotations in Euros and specify if the quote includes / excludes VAT or any other taxes;

- Provide a rate card for relevant grades of employment that will be conducting services for EIT Climate-KIC (e.g. day rate) instead of averaged rates. These may be used for additional services.

- The quotation is requested to include a month by month resource plan with resolution on role title, days and day rates to reach a total proposed labour cost. Please refer **Table 2** as an example.

- Include all applicable costs or charges associated with providing the goods and/or services in your quotation.

- Please quote on a company letterhead or similar company form where possible with the resolution described in **Table 1** at a minimum. Where a resource plan can be provided or explicitly requested, please refer the example in **Table 2**.

Table 1: Provided quotations to include the following details

Item and unit cost (in Euros excluding VAT)
•   Services … as per Section 4.1
•   Deliverable 1 of … as per Section Error! Reference source not found.
•   Deliverable 2 of … as per Section Error! Reference source not found.
•   Deliverable 3 of … as per Section Error! Reference source not found.

Item and unit cost (in Euros excluding VAT)	
• License fees (per user per month/annum, and in aggregate) if applicable	
	TOTAL (if applicable)
Rate card for services (per day/hour, in Euros excluding VAT):	
• Assistant – XX / day • Officer – XX / day • Specialist - XX / day • Project coordinator – XX / day • Consultant – XX/day • Principal consultant – XX/day • Partner – XX/day • …	

Table 2: Example resource-based quotation for proposed labour

Section	Area	Resource	Task	Quantity (days)	Resource day rate (EUR excl. VAT)	Subtotal cost (EUR excl. VAT)
Service delivery	Workshop facilitation	e.g. Facilitator	e.g. Workshop preparation and delivery	e.g. 3	e.g. € XX.00	e.g. € XX.00
		e.g. Facilitator's assistant	e.g. Workshop delivery support	e.g. 1	e.g. € XX.00	e.g. € XX.00
…	…	…	…	…	…	…
					Grand total	€ XX.00

6.3 Subcontracting guidance

It is not anticipated that the delivery of these services will require subcontracting

6.4 Complaints handling

EIT Climate-KIC offers bidders a mechanism to foster transparency and enable procurement best practice.

Bidders have the right in this procurement procedure, within a reasonable time, to address questions, request additional information and obtain feedback, as well as submit complaints. Requests for information or clarifications and complaints will be directed to the contact person (the Contract Manager or other designated person) indicated in this Request for Proposal. EIT Climate-KIC reserves the right not to action complaints received after any applicable standstill period.

The Contract Manager will acknowledge, review and respond to complaints or clarifications presented by bidders in a reasonable time. EIT Climate-KIC reserves the right to conduct a procedural review, make changes to the published procurement documents or take other action in response to complaints at its discretion.

In the event of a serious irregularity in connection with this procurement, and after first exhausting the recourse of obtaining a reply from the contact person for this procurement, bidders and suppliers are referred to the channels outlined in EIT Climate-KIC's Strategy & Policy Anti-Fraud, Bribery and Corruption (refer whistleblowing) available at https://www.climate-kic.org/policies/.

6.5 Terms of this RFQ

1. Your response should be submitted according to the instructions as detailed in this section and should be valid for a period of at least six (6) months from the bid due date. Any response submitted outside the scope defined may be rejected without provision for re-submission.

2. Any further information pertaining to this RFQ, of whatever nature, must be directed to the Contract Manager detailed in Section 1.1. If a point of clarification materially affects the RFQ, our response will be circulated to all bidders, otherwise the response will only be sent to the bidder seeking clarification.

3. If any doubt exists concerning any element of this RFQ, a clear statement should be made on the assumptions taken to arrive at your quoted costs, or alternatively contact us prior to submitting your response to seek clarification.

4. Entering into contractual arrangements with EIT Climate-KIC in connection with this RFQ does not guarantee work will be awarded.

5. EIT Climate-KIC reserves the right to reject any response(s) received after the submission date/time.

6. EIT Climate-KIC reserves the right to undertake post-bid negotiations with none, all or a shortlist of bidders.

7. EIT Climate-KIC, at its sole discretion, reserves the right to accept or reject any or all of the responses received and not to award any business and shall not be bound to give reasons for any decision. Only the execution of a written agreement between an EIT Climate-KIC entity and a supplier(s) will obligate an EIT Climate-KIC entity in accordance with the terms and conditions contained in such agreement.

8. EIT Climate-KIC reserves the right to procure services from alternative suppliers(s) where the successful bidder is, or becomes, uncompetitive within the market. However, issues over pricing and specification will be resolved through discussion and mutual agreement between EIT Climate-KIC and the supplier.

9. Bidders are required to email soft copies of their response to the Contract Manager detailed in Section 1.1 based on the timeline at Section 1.2.

10. As per above and where applicable, bidders must acknowledge receipt of this RFQ by return email to the Contract Manager detailed in Section 1.1 confirming whether they intend to submit a response by the Submission Deadline.

11. This RFQ does not commit or obligate any EIT Climate-KIC company to pay any expenses incurred by you in the preparation of your response. All such expenses are solely at the risk of the bidder and by submitting a response you automatically agree that response becomes the property of EIT Climate-KIC.

12. Responses are to be kept as clear and concise as possible and should be sequenced and numbered in accordance with the format of this RFQ.

13. The formatting of this document and the attached response document should not be altered.

14. Whilst this RFQ confers no legal rights on its addressees, it is not intended that any other persons acquire rights or obligations in respect of or arising under it.

15. Unsuccessful bidders agree, by the submission of their response, to return to EIT Climate-KIC this RFQ and any and all papers, records, data and materials supplied to them in connection with it, including all copies made by them.

16. This RFQ is for consideration in whole and not in part or parts unless otherwise indicated.

17. All efforts have been made to ensure the accuracy and validity of information contained in this RFQ. However, EIT Climate-KIC does not warrant the information accurate or comprehensive.