

SERVICE CONTRACT TERMS OF REFERENCE (TOR) FOR EUROPEAN UNION EXTERNAL ACTIONS

**No. ENI CBC MED- CEEBA MAIA TAQA INNOV_EG
financed from the ENI CBC MED-CEEBA MAIA – TAQA
A_A.2.2_0195_MAIA TAQA Project
Tax no.: 682472824**

Tender Identification name: - CEEBA MAIA TAQA INNOV_EG_3

1. SUBJECT OF THE CONTRACT

The subject of this tender is to deliver a group of service packages for selected innovation vouchers of MAIA-TAQA project, and to implement some or all the initiatives identified in this ToR.

By submitting a tender, tenderers fully and unreservedly accept the special and general conditions governing the contract as the sole basis of this tendering procedure, whatever their own conditions of sale may be, which they hereby waive. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender dossier. Failure to submit a tender containing all the required information and documentation within the deadline specified will lead to the rejection of the tender. No account can be taken of any remarks in the tender relating to the tender dossier; remarks may result in the immediate rejection of the tender without further evaluation.

These instructions set out the rules for the submission, selection and implementation of contracts financed under this call for tenders, in conformity with the practical guide (available on the internet at: <http://ec.europa.eu/europeaid/prag/document.do>).

2. DEADLINE AND PROCEDURE FOR SUBMISSION OF THE TENDERS

The deadline for submission of tenders is **21st of June 2023**. Any tender received after this deadline will be automatically rejected.

If no tenders have been received by the deadline or the tenders received are not compliant with the Selection Criteria (Section 6), the deadline could be exceptionally extended.

The content of the tenders shall address the requirements described in section 6 Selection Criteria. The tenderers may submit their tenders by e-mail clearly indicating:

- *Title of the tender*
- *Reference code of the tender*
- *Name and address of the tenderer*
- *And containing*
- *Technical file*
- *Financial offer file (must be separate document to technical document)*
- *Any other relevant documents as needed.*
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The tender submission form and any supporting documentation may be provided as attachment to the applying e-mail To INFO@CEEBA.ORG and COO@CEEBA.ORG

Tenders must be submitted using the double envelope system, i.e., in an outer parcel or envelope containing two separate, sealed envelopes, one bearing the words 'Envelope A — Technical offer' and the other 'Envelope B — Financial offer'. All parts of the tender other than the financial offer must be submitted in Envelope A (i.e., including the Tender submission form, statements of exclusivity and availability of the key experts and declarations).

3. TECHNICAL INFORMATION

The tenderers are required to provide services as indicated below.

Background information

Despite the fact that in the Southern Mediterranean countries there is a growing need for Resource Efficiency (RE) services (consulting, engineering and operations) to deal with the pressure on the environment, the RE supply persists at low levels. This is essentially due to the lack of a proper innovation process that would be able to identify the needs, structure the creative solutions and commercialize them. Mobilizing new Areas of Investments and Together Aiming to increase Quality of life for All (MAIA-TAQA) Project will deal with these issues by setting up demonstrators in 3 Mediterranean pilot areas where innovative services will be applied: they will be related to micro-grids, photovoltaics, energy storage, solar thermal technologies and water sanitation and purification. Partners will develop solutions for each identified barrier: capacity building programme (for lack of skills); innovation desk (for lack of information); guidelines (for lack of regulation); voucher (for lack of finance) and targeted B2B events (for lack of specific matchmaking). The main final beneficiaries are SMEs (especially from environment/utility/building sector) that can have a set of supporting instruments to overcome the existing barriers and reduce the risks to innovation. The project is being implemented in 6



Mediterranean countries: Greece, Egypt, Italy, Jordan, Lebanon, and Spain.

More information about the project can be found here: <https://www.enicbcmmed.eu/projects/maia-taqa>

Although participating regions of the MAIA-TAQA project are heterogeneous in terms of innovation, they do share a common challenge: to develop and to define in details a group of new services, with strong innovative character, in the field of sustainability (energy, water, resources) for the SMEs from the MED countries. For this reason, MAIA-TAQA will design, launch and test different innovation services in the MAIA-TAQA pilot regions that will further be capitalized under innovation one-stop-shops (IOSS), designed and implanted as stable initiatives to endure beyond the project in those countries.

Among these services, an innovation voucher system is being tested, under the form of incentives (subcontracts), that will support the purchase of innovation services by local SMEs in each country, to introduce innovation in the field of resource efficiency. The selected SMEs won't receive direct money, but an in-kind contribution from the MAIA-TAQA project in the form of personalized innovation and knowledge services.

With a total amount of 180.000 € available (60.000 € per each territory), and a threshold for the service of 20.000 €, it is estimated to cover the innovation needs of a minimum of 9 SMEs in the 3 MED countries, through MAIA-TAQA partners innovation service by subcontracts.

This call is in line with the objectives of the project, as the capacity of the SMEs to identify the innovation needs within the MED countries, reducing technical, business and commercial barriers.

This call is, therefore, the launch of a structured process which guarantees the following steps:

1. Launch of the vouchers open call
2. Submission of proposals from the SMEs
3. Selection of SMEs (min 3 per pilot country)
4. Formulation of a complete innovation request to innovation providers by the MAIA-TAQA regional partners in collaboration with each SME and according to the needs included in the call application request.
5. Preparation of the tender for innovation services by the MAIA-TAQA regional partners in collaboration with each SME
6. Submission of offers from the service providers (i.e., research entities, universities, private companies, etc.)
7. Providers' selection, subcontracting and contract signature among the MAIA-TAQA regional partners and the providers selected.

Background documentation

The following documents provide important supporting and background information about the ToR

- [Call for application: 3 SMEs to receive Innovation Vouchers for support in resource efficiency services](#)
- [MAIA-TAQA Innovation Voucher Call for application Regulations](#)
- [MAIA-TAQA Innovation Voucher application Form](#)

Objective of the assignment

The call for application resulted in selection of three proposals as follows:

“Sustain Egypt’s Energy program”, submitted by EJADA for consultation and training, Alexandria, Egypt.
The objective of the assignment is to offer support for the three above selected proposals through different services packages that meets their innovation. The type of services covered through the MAIA-TAQA voucher calls in general are:

1. Technical services:

- a. Technology watch
- b. Innovation Reports and Technology Scouting
- c. Renting of testing facilities
- d. Technical support
- e. Support for university-business technology transfer and intellectual property services
- f. Analysis of the most relevant scientific production and capabilities of university teams
- g. Efficient research mapping
- h. Technology missions with international R&D&I centers
- i.

2. Technical and business training and capacity building:

- a. Innovation courses
- b. Online or face-to-face promotion events
- c. Debate tables/ Innovation forums / Sectorial committees

The service packages that were specified by selected proposal is as follows:

1. Service Package (4)
Technical support for designing an android mobile application “Sustain Egypt's Energy”.
2. Service Package (6)
Providing Professional training, Certification and E-book

Description of the assignment

Note:

Service providers that wish to submit proposals can submit proposals for one or several service packages.

Accommodation and travel costs are at the expense of the expert;

Service Package (4)

Technical support for designing an android mobile application “Sustain Egypt's Energy”.

Ejada wishes to launch their “Sustain Egypt's energy” mobile application that will include the following features in order to help customers (corporates and individuals) to:

- Share their experience related to sustainability and the rationalization of resource consumption, linking them to sustainability standards and objectives.
- Supporting customers in publishing their sustainability reports.
- Help customers calculate their energy consumption, convert it to a sustainable energy model, and calculate the equivalent economic savings electronically.
- Raise customers' awareness of sustainability programs including environmental issues, alternative energy & carbon reduction, sustainable policy programs, energy efficiency technologies in sustainable buildings, the impact of sustainable development policies, renewable energy, sustainable transportation, water conservation, and financial assessments.
- Networking with energy developers, and service providers.
- Publish news about new technologies and trends in sustainable energy.

Deliverables

All tasks will be done in a participatory manner with the MAIA-TAQA and Ejada teams to achieve best results. The selected vendor will achieve the following expected tasks and deliverables:

- The vendor will deliver design options for the platform mobile application; MAIA-TAQA and Ejada teams will have the right to accept one of the proposed designs or request new designs to be submitted.
- Vendor will work with MAIA-TAQA and Ejada teams to analyze the application required features as per above description, and vendor will offer technical solutions to achieve these features.
- Developing analysis report on the application required features as per above description, and different suggested technical solutions to achieve these features.
- Vendor will design application interface and required features as per agreement with MAIA-TAQA and Ejada teams.
- The vendor will create new store account for the Google store; therefore, the proposed financial budget should consider this cost in addition to any hosting costs.
- Vendor will perform testing and debugging for the mobile application and handling any reported bugs and/or issues.
- Vendor will provide training and transfer knowledge of the version of the mobile applications to Ejada team.
- Develop acceptance and warranty certificate including all application design features that were agreed with MAIA-TAQA and Ejada teams. Ejada team will sign acceptance certificate and validate warranty for one year form signature date.

Service Package (6)

Providing Professional training, Certification and E-books

Ejada wishes to expand their business in sustainable energy consultancy inside Egypt based on opportunities emerging of launch of “Sustain Egypt's energy” mobile application and the enhanced team technical experience that will be done through the MAIA-TAQA innovation voucher. The vendor will be required to offer a package of trainings, professional certifications and e-books for Ejada staff to help them obtaining the required knowledge and experience achieving their goals.

Deliverables:

The vendor will work in a participatory manner with the MAIA-TAQA and Ejada teams to achieve best results. The selected vendor will deliver the following deliverables:

Item Description	NO. OF ITEMS	SERVICE TYPE
Global Reporting Initiative (GRI) Professional Certification Program (Route A)	1	Online training
Global Reporting Initiative GRI Professional Certification Exam	1	Online Exam
Training for Carbon Auditing Professionals (CAP®)	2	Online training
Training for Carbon Auditing Professionals (CAP®) Exam	2	Online Exam
GBCI's EDGE Technical Workshop (1)	1	Online training
Training for EDGE Expert practice exam and exam (1)	1	Online Exam
GBCI's EDGE Auditor Workshop + Agreement	1	Online training

Item Description	NO. OF ITEMS	SERVICE TYPE
Sustainable Development Professional PDF Books: Sustainable Development Handbook, Second Edition Visions for a Sustainable Energy Future Carbon Reduction -Policies, Strategies and Technologies Sustainability Management Handbook Dictionary of 21st Century Energy Technologies, Financing and Sustainability	5	E-Book
Carbon Auditing Professionals Books: Alternative Fuels. The Future of Hydrogen, Third Edition	1	E-Book

Item Description	NO. OF ITEMS	SERVICE TYPE
The Association of Energy Engineers' individual membership (2years)	1	Professional Membership
Global Reporting Initiative (GRI Membership)	1	Professional Membership
International Society of Sustainability Professionals Membership (2years)	1	Professional Membership

Format and presentation:

The design and layout of any final documents must be well-structured, visually appealing and comprehensible.

Reports and factsheets will be provided in English with a layout following the project and ENI Programme visual identity requirements, edited and ready to print.

The same information will be provided in an editable format where content can be easily replaced with the translations in other languages, while keeping the layout.

In undertaking the tasks, the experts must comply with the latest Communication and Visibility Manual for EU External Actions concerning acknowledgement of EU financing of the project. See https://ec.europa.eu/europeaid/communication-and-visibility-manual-eu-external-actions_en

Methodology and timeline

The tenderer will present a methodological proposal, which will contain the stages of work to carry out this mission, as well as a schedule of tasks (with timing of the elements to be delivered and the planned meetings and work sessions).

If deemed relevant, the **contracting authority may request to arrange follow-up calls with the contractor** to get updates on the development of the different results.

Human Resources

The proposal will introduce the expert and/or team dedicated to this assignment, indicating their contribution and position with respect to the assignment, as well as a CV of each participant, specifying the most relevant experiences for this assignment.

4. PERIOD OF IMPLEMENTATION OF THE TASKS

The intended start date is **21st of June** and the **period of implementation of the contract** will be until the **17th of August 2023**.

5. FINANCIAL INFORMATION

The **maximum** available value for the contract is equivalent to **18 000 EUR for all the service packages combined (all taxes included)** paid in Egyptian Pounds following the official EU info rate exchange rate https://commission.europa.eu/funding-tenders/procedures-guidelines-tenders/information-contractors-and-beneficiaries/exchange-rate-infoeuro_en.

The financial offer must be **broken-down into deliverables and main actions** to be directly implemented by the contractor. **Payments will be linked to those values and to the actual delivery of each of the items.**

The grand total must be presented with all charges and taxes included.

6. SELECTION CRITERIA

The procurement procedure is a public open tender.

Immediate availability to start implementation as June 2023 is required.

Excellent reporting skills in English are necessary. This will be assessed by a track record in assignments with English as reporting language. In the eventuality that the final deliverables do not meet the quality standards, these will be need to undergo a proofreading process by a professional company at the expense of the contractor.

The tenderer must submit a proposal of no more than 5 pages, which will respond to the needs of the MAIA-TAQA project expressed in this document. The proposal must be clear in:

- Understanding the objectives and needs of this assignment.
- Presenting a list of past assignments related to promotion and commercialization of similar assignments preferably with examples and/or referee contact people (who could be contacted for references).
- Proposing a clear methodology and timeline to carry out the assignment. In this regard, the correct adaptation to the context and objectives of the MAIA-TAQA project will be a key element for evaluating the proposal.
- Additional and differential value provided in the proposal and the deliverables.

The candidates will prove their competences in the above-mentioned fields by attaching their CV, examples of previous research or studies developed by them, in addition to any other relevant documents.

Evaluation of the proposals:

- 35% for methodology and calendar on how to carry out the assignment (to be evaluated by panel)
- 20% experience in similar assignments of the main expert. References of concluded assignments of at least 1 month duration in the past 3 years (to be rated according to 1 reference: 5%; 2 references: 10%; 3 references: 15%; more than 3 references: 20%)
- 20% for the additional and differential value provided in the proposal (e.g., additional in-person actions to support the strategy (within the proposed financial offer); proposal on how to measure success of the strategy; proposal on how to start having impact within the shortest delays) (to be evaluated by panel)
- 25% Price. The most economically advantageous offer will get 25 points. The financial offer to be evaluated will be the offer all taxes included. The rest will get points based on the formula:

$$\frac{\text{Lowest offer} \times 25 \text{ points}}{\text{Offer to be evaluated}} = \text{points}$$

Offers exceeding the maximum available budget or offers abnormally low will be rejected. It will be considered abnormally low an offer 30% below the available.

The evaluation will be done independently by a panel of at least 3 representatives of the MAIA-TAQA project partners. And the final results will be an average of the ratings given by the panel. In the event of a tie, preference will be given to the most economically advantageous offer.

Consultations to the references given for previous assignments may be done to confirm CV and English proficiency.

The successful and unsuccessful tenderers will be informed of the results of the evaluation procedure in writing by email.

7. DELIVERIES AND PAYMENTS

The contractor will deliver without reservation the services indicated in the contractor's offer. The deliveries will be implemented within the indicated dates.

The contracting authority will pay the contractor following the approval of the documents to be delivered and/or actions carried out.

In the event of a delay as per the contract schedule for which the contractor is solely responsible, the contracting authority may deduct an amount for Liquidated Damages at a rate of one percent (1%) per week of delay, subject to a maximum of ten percent (10%) of the Initial Contract Price.