

# Request for Proposal

Business Intelligence Tool

January 2023, Paris

## 1. Context

EIT Manufacturing (EITM) is focused on promoting entrepreneurship, innovation, and education in the domain of manufacturing. EIT Manufacturing brings together leading organisations along the entire value chain from smaller companies to larger industry, excellent academic and research institutions, as well as public sector organisations, to promote the transformation of manufacturing towards the digital economy, towards the circular economy and the decarbonization of industry, by removing barriers to innovation, promoting talent and education, leveraging enabling technologies and exploiting big data.

EIT Manufacturing funds projects to verify and commercialise new ideas, technology, and innovation. To support the idea generation and connections in the manufacturing ecosystem, we are looking for a software that can be incorporated into our open innovation platform AGORA.

EIT Manufacturing is an association under the law 1901 created in 2019.

## 2. Description

The purpose of this Request for Proposal is to select a tool provider for developing the Business Intelligence (BI) offer of EIT Manufacturing from 2023 to 2025. EITM's BI offer is a service developed since October 2020 that aims to provide the right information to the right people at the right time to enable better decision-making at internal and external levels.

EITM's BI team provides information regarding EU-based startups and SMEs, market reports, a bi-monthly newsletter, industry use cases, policy, and trends. These deliverables are focused on the latest technology trends in the European manufacturing industry to get strategic and actionable insights. Areas of work encompass numerous industries such as automotive, aerospace, semiconductors, robotics and key enabling technologies such as artificial intelligence, augmented reality, additive manufacturing, automation, new energy-based solutions, industrial Internet of Things, and so on.

EIT Manufacturing's social network and open innovation platform 'AGORA' comprises several thematic groups, called "spheres", including the "Industry & Tech Watch" sphere, which is the place where the European manufacturing community can find and share inspiring and exciting ideas about the industry and

the latest technology trends. There the tool will be used to serve as a facilitator for providing a technology intelligence feed.

The tool will also serve to answer to bespoke requests from people inside and outside the organisation on various topics such as researching technological trends, markets, and relevant actors as previously described.

Furthermore, it should support EITM in the expansion of its pan-European network of partners by identifying key companies to strengthen the community.

To support the delivery of aforementioned information, EITM is looking for a Web Mining monitoring software or a so-called Software as a Service (SaaS) Web Mining Platform.

### 3. Deliverables

The proposal should describe a SaaS Web mining tool that can support EITM’s BI team in performing the tasks as explained in the figure below:

## Our iterative business intelligence delivery cycle

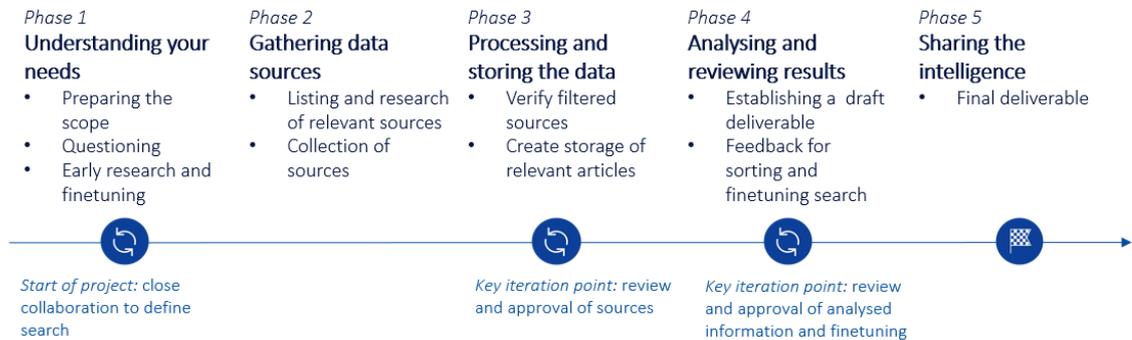


Figure 1. EITM’s BI executive summary of info delivery cycle

More precisely, the tool structure and main content elements should allow to:

- Enable an intelligent web content collection from a web mining tool that will lead to relevant information detection to provide key strategic and actionable insights
- Search for information, organise the collected information, and perform a first level filter analysis and curation

- Automate the exploration and extract information, i.e. places, dates, companies, measures, currencies with natural language processing technology from the web content in several languages
- Search the visible web as well as the invisible/deep web
- Perform searches with high-level of data privacy by being anonymous
- Improve analysis and context of results thanks to a Thesaurus
- Generate mapping/cartography to locate suppliers, establishes a state of the art on a concept, facilitate visualisation of an ecosystem, etc.
- Provide a dynamic dashboard for efficient visualisation of information with graphical tools to determine specific technologies of a trend, start-ups, companies specialised on an innovative technology, etc.
- Create a technological intelligence feed, i.e. RSS feed according to specific needs
- Benefit from a modular support of 10 hours per year from the tool provider.

On top of the technical description of the tool according to the aforementioned features, the proposal should provide some support (i.e., screenshots) to assess the graphic user interface and the ergonomics of the tool, as well as a detailed description regarding how data privacy is handled.

The proposal should include the cost of the tool for a 3-year period.

## 4. Timeline

The indicative timeline for the call for proposals is as follows:

Activity	Responsible	Date
RFP opening	EIT Manufacturing	January 16 <sup>th</sup> , 2023
Offer submission	Supplier	January 26 <sup>th</sup> , 2023
Evaluation and notification of award	EIT Manufacturing & selected supplier	January 28 <sup>th</sup> , 2023
Appeal	<a href="#">Complaint supplier &amp; EIT Manufacturing</a>	February 06 <sup>th</sup> , 2023
Contract signature	Contract signature	February 08 <sup>th</sup> , 2023
Project start (Kick off meeting)	EIT Manufacturing & selected supplier	February 13 <sup>th</sup> , 2023

## 4. Criteria

Proposals submitted by the tenderers and received on time will be examined, evaluated, and compared in accordance with the following criteria. The contract shall be awarded to the highest ranked tenderer. The decision will be made according to the “Best Value for Money” principle.

Evaluation criteria	Evaluation sub-criteria	Weighting
<b>A. Quality</b>	A1 Security of data architecture	10
	A2 Ease of use and adoption by EITM BI team	10
	A3 Diversity and breadth of features to match technical supply from tool provider and EITM’s BI needs	50
<b>B. Price</b>	B1 Total price	30
<b>Total</b>		<b>100</b>

## 5. Evaluation Committee

An Evaluation Committee of 3 people will be established. Each bid will be evaluated and ranked according to the criteria above. The compliance with the principles of transparency, non-discrimination, equal treatment, and absence of conflict of interest will be ensured. The successful and unsuccessful tenderers will be informed in writing (via email) about the result of the award procedure. In case the winning tenderer is unable to enter contract, EIT Manufacturing may decide to contract the supplier receiving the second highest ranking.

Proposals must be submitted by e-mail within 9 days of the date of publication of the request for proposal on the EIT Manufacturing website. All proposals received after the deadline will be rejected.

In duly justified cases, however, no later than 2 calendar days before the original deadline, the submission deadline can be extended.

Upon request from the tenderer concerned, EIT Manufacturing will as quickly as possible, and in any event within 15 calendar days from receipt of a written request, will provide further details if possible on the reasons why a tenderer was found unsuccessful or although the tender submitted was admissible, the tenderer was not awarded the tender.

Information referred to above may be withheld where the release of such information would be contrary to the public interest, would prejudice the legitimate commercial interests of an economic operator, or might prejudice fair competition between economic operators.

Should there be a suspicion that the provider will not be able to perform according to the price offered, EIT Manufacturing has the right to ask for explanations and may reject the tender where the evidence supplied does not satisfactorily account for the low level of price or cost proposed.

## 6. Complaint procedure

Tenderers believing that they have been harmed by an error or irregularity during the award process may file a complaint. Appeals shall be addressed to EIT Manufacturing **only** via the following email address [innovation@eitmanufacturing.eu](mailto:innovation@eitmanufacturing.eu). The tenderers have 5 days to file their complaints from the date of receipt of notification of the results.

In your application to EIT Manufacturing the complainant shall explain what procedural aspects they consider having been violated along with any recommendations or remarks. Such charges need to be supported with data and facts and, if possible, – documentation. An appeal whose sole purpose is to obtain a second evaluation for no reason other than that the complainant disagrees with the final award decision is to be rejected.

## 7. Negotiations & Clarifications

Negotiations can be held in the following cases:

- if it is identified that the scope of services issued by EIT Manufacturing is not detailed enough, incomplete or some areas are lacking crucial information to complete the procedure for direct awards;
- if EIT Manufacturing has the intention to reduce the offered prices to find the best value for money;
- if all submitted prices are above the planned budget and it is in everyone's interest to finish the procedure with success – in that case, price negotiation can take place. During a price negotiation, all tenderers are called to lower their prices by the same deadline in a written form;

EIT Manufacturing can organise as many rounds of negotiation as it is needed during the procedure in order to reach the highest quality of proposals and the best price.

Whenever possible, the negotiations should be carried out in writing, however, in special cases, video conference or even live negotiation can be organised. EIT Manufacturing also reserves the right to invite the tenderers to an individual meeting before the final award of contract in order to clarify details and ambiguities.

Upon receipt of the bids, they will be reviewed, and additional details may be requested from the tenderers as needed. The requests as well as the answers are to be submitted written by e-mail. Where information or documentation to be submitted by tenderers is incomplete or erroneous or where specific documents are missing, EIT Manufacturing staff may request the party concerned to submit, supplement, clarify or complete the relevant information or documentation within 2 days.

Bid preparation costs are not reimbursable and must be borne by the tenderers.

EIT Manufacturing owns all bids received in this RFP. Proprietary information of vendors in the bids will be kept strictly confidential. The offers as well as the contract may be submitted for audits.

## 8. Contract

The final award does not yet constitute the Contract. The Contract will be concluded at the time of signature by the Supplier and EIT Manufacturing. The winning supplier will be sent the contract to be signed (indicating the deadline by which the signed contract should be returned to EIT Manufacturing).

The invoicing will be based on a mutually agreed schedule; it will be detailed in the contract. The contract that will be awarded will have a maximum duration of 3 years. The tenderer agrees that the total value of the contract to be signed with EIT Manufacturing for 3 years will in no way exceed the bid (the amount contained in the offer) of the tenderer.

The awarded supplier will be requested to sign Standard Contractual Clauses (SCC) if no other GDPR compliant safeguards exist, and the supplier is located in a country for which the EU commission has not issued an adequacy decision.

## 9. Cancellation of the proposal procedure

In the event of cancellation of the proposal procedure, EIT Manufacturing will notify tenderers of the cancellation. In no event shall EIT Manufacturing 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 EIT Manufacturing has been advised of the possibility of damages.

The tenderer 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'). S/he should inform the EIT Manufacturing team immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

The supplier cannot be a EIT Manufacturing Partner or Activity Partner. Any bid from such an economic operator will be rejected.

Tenderers will be excluded if:

- a) they are being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations; they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;

- b) they have been guilty of grave professional misconduct proven by any means which the EIT Manufacturing can justify;
- c) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or any other country of the EU;
- d) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the EU' financial interests;
- e) following a procurement procedure or grant award procedure financed by the EU budget, they have been declared in serious breach of contract for failure to comply with their contractual obligations.

The tenderers must not be in a situation of a conflict of interest, and they have sufficient economic and financial capacity, technical and professional capacity and legal and regulatory capacity to perform the requested services. A declaration of honour regarding the above shall be signed by the tenderer. Additional evidence or declarations might be requested by the contracting authority.

EIT Manufacturing reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities, conflict of interest or fraud. If substantial errors, irregularities, conflict of interest or fraud are discovered after the award of the Contract, EIT Manufacturing may refrain from concluding the Contract.