

Call for tender

Support services for the LIFE One Stop Renovation Co-op Project

This request for proposal is published in the framework of the “One Stop Renovation Co-op” LIFE project, or LIFE OSR-Coop Project as referenced below. The bidders will have to execute the work under the rules and regulation of the project, found in the technical description of the project attached in an annex to the open call. The request is jointly carried out by the project partners EnerGent, Energy Communities Tipperary Cooperative (ECTC), and REScoop.eu, for the work packages needing support services as indicated and explained below.

1. About the LIFE OSR Co-op Project

The “One Stop Renovation Co-op” LIFE Project aims to further develop and pilot cooperative one-stop-shop (OSS) building renovation services, in order to transform them into integrated services with a focus on deep renovation for households. An easily accessible replication toolkit and training modules will be created and disseminated throughout Europe, to allow citizen energy cooperatives and communities to learn from the project and support the replication of the developed model.

In this project, funded by the LIFE programme of the European Union, REScoop.eu joins forces with three frontrunner cooperatives who are members of the federation and are already deploying home renovation services. The cooperatives joining the Project are “Energent” (Belgium), “Energy Communities Tipperary Cooperative” (Ireland) and Les 7 Vents (France), with “SNAP! Solutions” for administrative coordination and REScoop.eu for communication, replication, and dissemination of the results.

In the duration of the project, the partners will identify best cooperative practices in the areas of service actions, customer journey, ICT tools, data development, and business models. We will then incorporate these best practices into financially viable cooperatively-run integrated renovation services, with a focus on deep renovation. The additional support services requested with this document are needed for multiple of these activities in various stages of the project.

2. Objective of the service

The objective of the service requested is to provide support to the project partners REScoop.eu, EnerGent, and ECTC in the delivery of tasks and activities. The support by the contracted side is expected to be provided in the form of an active contribution to each of the work packages that are under coordination of the project partners opening this call, advising, and consulting.

The bidders are expected to offer tailored supporting services based on the specific needs of the project partners participating in this call and based on the needs of the specific work packages, which will be further specified in the service contract drafted between the selected bidder and the project partners. The service contract is expected to start after the best offer is selected, based on the evaluation criteria provided below, and to last until the end of the LIFE OSR-Coop Project.

The service contract will be signed with the bidder selected based on the highest points awarded from the evaluation criteria. The contract will further determine in detail the workload according to the needs of each project partner. The service contract shall include sporadic reviews during the contracting period to allow for alterations, adjustments, and to secure good quality of results.

3. Description of the service

The service provider will work closely and actively with the other project partners, taking part in the meetings throughout the duration of the project, and contribute to all the activities requiring expertise and support in the specialized area of citizen-led renovation and development of the one-stop shops.

The expert support is required for specific tasks within the following work packages of the LIFE OSR-Coop Project, as explained in the project proposal:

WP2 – Mapping and evaluation of the current service designs

Objectives of the overall work package

- Deep mapping of business models, services offered, ICT tools, communication, social marketing, financials and customer journey across each partner, according to an agreed framework
- Codification and categorization of the various business processes and systems as identified through deep mapping.
- Evaluation of each element identified to enable optimization, service design and implementation in WP3.

Expected results

- A detailed map / flowchart of all the activities involved in a renovation project, showing all the processes from beginning to end for each partner
- Evaluation of the processes of each partner, based on the agreed KPIs
- Comparisons and analysis between each partner's methods to enable better understanding of how these can be streamlined, replicated or replaced and utilized in the development of a toolkit
- Categorization and codification of generic deep renovation service elements and processes
- Analysis of the findings and recommendations will be made for input into WP3

WP3 – Service development for several target groups

Objectives of the overall work package

- Optimization of currently operating renovation services
- Service design of integrated OSR coop services for deep renovation
- Implementation of integrated OSR coop services for deep renovation
- Pilot development of missing deep renovation tools

Expected results

- A facilitated service design project guided with each partner, and involving the following elements:
 - o Assisting the collation of key information/data
 - o 1-day physical session with each partner to develop a scope, setting out key requirements and assisting in data collection for further sessions.
 - o 3 facilitated digital half-day sessions for further service development. These sessions can involve the following elements, depending the partner scope:
 - Support session(s) in service blueprinting
 - Support session(s) in service road-mapping
 - Support session(s) in stakeholder involvement
- Active participation in partner meetings, useful for the project results/deliverables.

WP5 – Replication toolkit development

Objectives of the overall work package

- Development of an educational toolkit capable of supporting the replication process of project results among other energy cooperatives and communities

- Bringing together the first group of potential replicators
- Testing the educational toolkit with potential replicators
- Developing and providing training to potential replicators and other interested stakeholders.

Expected results

- A replication toolkit consisting of a guidance manual and related educational material for the replication of the OSR-coop business model to other energy communities and cooperatives
- A running community of practice with potential replicators around the OSR-Coop model
- Training curriculum and material for the replication of the OSR-Coop model

WP6 - Sustainability, replication and exploitation of project results & Communication

Objectives of the overall work package

- Guarantee the sustainability, replication, and exploitation of project results, based on WP5 activities
- Ensure successful communication and dissemination of project results
- Support the improvement of legal and regulatory environments for Integrated Home Renovation Services

Expected results

- Developed and implemented communication and dissemination plan (CDP)
- Developed Replication Action Plan, integrated in the CDP
- Collection of legal and regulatory barriers to Integrated Home Renovation Services and cooperative approaches

4. Deliverables

The support to the project deliverables follows the timeline of the LIFE OSR-Coop Project and the work packages that are a subject to this call. The deliverables are connected to specific project milestones and project periods, and is expected for the contracted bidder to know and understand them in depth as the service contract shall be drafted to answer the specific project needs revolving around the deliverables and their quality.

The requested support in the process of preparing the project deliverables and any additional supporting documentation should be provided to the project partners at pre-established deadlines, mutually agreed upon at the signing of the contract. Cost reporting and justifications should be sent at the end of each work package deliverable, and the work package leaders will be responsible to approve their validity together with

the quality of the deliverables in order for the next upcoming payment to be executed. The contractor is expected to provide all the necessary documentation to allow the periodic reporting of the LIFE OSR-Coop Project.

5. Procurement Process

Contract value

The value of the service contract is up to 150.000 euros, a cost equally shared between the 3 project partners requesting the supporting services, for a time period starting with the end of this call and up until the end of the project.

The payment shall be executed in a schedule that will be further detailed in the service contract. The amount of each sequence of the payment and the date of execution shall be approved by each of the work package leaders and the consortium of the project, upon verifying the quality of the deliverables supported by the contracted party. In this way, the project partners aim to secure a supporting service embedded in and connecting each of the work packages subject to this call.

The bidders are expected to provide a proposal that will reflect the needs of the work packages and the project partners, the overall project objectives, with a timeline and rates giving the most optimal value according to the evaluation criteria. REScoop.eu, as the contract manager, will have the overall coordination of the support contract administration, including invoicing and payment requests to the subcontractor.

Procurement process

Expected bid structure

Bidders should submit a written offer in English, including the following elements:

- Proposed methods of work and delivery of supporting services
- A detailed budget including a day or hourly rate based on the established work practices, and details of other cost positions
- A short introduction of the staff allocated to the project, including resumes
- A summary of previous experiences relevant to the LIFE OSR-Coop project

Evaluation

As per the Grant Agreement, the bidder will be evaluated on the principle of "Best Value for Money". However, considering the typology of services and the core nature of the project, the bidders will also be assessed along the best interest of the project.

The evaluation will be made on a 100 points scale, and the evaluation criteria will be split as follows:

1. Quality of the offer - 40 points

- Methodology of work (20 points)

The bids will be assessed on the credibility and specificity of their methodology to support project partners and work with community-led organization.

- Relevance of the offer (20 points)

The bids will be assessed against the capacity of the bidder to execute the work in the targeted areas and additional points will be provided for bids covering a wider geographical scope.

2. Previous experience – 30 points

The bidders will be granted points based on their expertise and previous experience in development of one-stop shops for deep home renovation services:

- Experience with the cooperative movement (10 points)

The bidders will be assessed along previous experiences with the cooperative movement, the capacity to build cooperative projects, and working with cooperative staff and leaders to support the project development.

- Experience with OSR (20 points)

The bidders will be assessed along previous experiences with development of methods and models for setting up one-stop shops for deep home renovation services.

3. Price - 30 points

The price of the bidders will be ranked from the lowest to the highest price with the lowest price taking on the maximum number of points.

Timeline

The call for tender is opened on the 2 March 2023. All offers should be valid until then expected end of the procurement process.

02-03-2023	Opening of the call for tender
22-03-2023	Deadline for reception of the bids (by 23:59h)
27-03-2023	Selection of the winning bid
03-04-2023	Signature of the contract and start of the service period

Supporting documents

You will find enclosed the work program of the LIFE OSR-Coop Project together with the open call.

Questions and inquiries

For any questions or inquiries relating to this call, please contact the LIFE OSR-Coop representative Srgjan Vidoeski (REScoop.eu): srgjan.vidoeski@rescoop.eu

6. Project Partners

About REScoop.eu

REScoop.eu is the European federation of citizen energy cooperatives. We are a growing network of 1.900 cooperatives operating across Europe and jointly represent over 1,25 million citizens. Through REScoop.eu, energy cooperatives wish to make their voices heard in the European energy debate. After all, their members - people just like you and me - are the ones who will be paying for the transition to a more sustainable energy

system. REScoop.eu empowers citizens and cooperatives and wants to achieve energy democracy.

<https://www.rescoop.eu/>

About ECTC

Energy Communities Tipperary Cooperative CLG (ECTC) is a community led, home insulation upgrade and renovation organization. ECTC's mission is to allow communities in Co. Tipperary and surrounding areas to create local employment and community benefit through reducing their carbon footprint and generating community-owned energy. Since 2012, ECTC and its member communities have upgraded over 840 homes and secured over €10.2 million in investment for Tipperary, with funding from Sustainable Energy Authority of Ireland. All presided over by a volunteer board of community directors.

<https://energycommunitiestipp.ie/>

About EnerGent

EnerGent is a citizens energy cooperative initiated in the city of Ghent, active in the region of East Flanders. EnerGent as a cooperative invests in renewable energy generation and organizes services for the residential sector (residential pv installations, groups purchases, coaching of energy efficiency measured at residential level). They work closely with other energy cooperatives from across Europe through the REScoop.eu network, and are engaging their local community through their Energy Café meetings.

<https://energent.be/>

About Les7Vents

Les 7 Vents is a non-profit organization, with a model close to energy agencies. As a cooperative of collective interest it employs 12 people in Normandy, and has participated in a number of EU projects, among which 4 are running today. Since 1998, more than 50.000 people have been directly impacted by their public service of energy advice and information to individuals. More than 200 companies and public bodies have been supported towards energy transition and sustainable living modes through their consultancy. The ambition of Les7Vents is to continue to facilitate sustainable systems and changes towards a circular economy. They are located in Normandy, where members of the regional ecosystem have put forces together to organize a network for implementation of deep renovations.

<https://www.7vents.fr/>

About SNAP! Solutions

Founded in 2017, SNAP is a boutique innovation consultancy company based in Lisbon, Portugal. SNAP! Is specialized in innovation consulting, accelerating and funding the development of disruptive innovation at European and International scale. We accumulate the knowledge of several years of experience in mastering the European support framework for innovative Startups and SMEs. We have supported several cutting-edge start-ups and SMEs in Portugal, the UK and Belgium in diverse areas such as energy, environment, materials engineering, IT, etc. We are specialized in project management and lean consortium coordination, communication and marketing strategies, market studies, IP management and quality control, including preparation of audit trails.

<http://www.snap.partners/>