



**SMART
ENERGY
LAB**

Request for Proposal (RFP)

Asset Management Portal: Development and Integration

20/04/2026

By Smart Energy Lab

**Request for Proposal (RFP):
Development and Integration of the Asset Management Portal**

Issued by:

Smart Energy LAB – Association

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1 Introduction

1.1 Introduction to the RFP document

The purpose of this Request for Proposal (RFP) is to solicit qualified vendors to deliver a coordinated set of services that will support the development, and implementation of a new Asset Management Portal. This RFP is structured into two distinct streams – Software Development; and Data Preparation and Analytics Enablement - each representing a critical component of the overall project.

Through this RFP, SEL seeks proposals from experienced providers capable of delivering high-quality outputs within the defined scope, budget, and schedule. All proposed methodologies should demonstrate a clear understanding of project objectives, interdependencies between tasks, and the need for secure, reliable, and scalable technical solutions.

The resulting contributions are expected to culminate in:

- a. a user-friendly, functional and tested Asset Management Portal; and
- b. a clean, standardized, and continuously validated data environment.

This document is organized into three chapters with different purposes:

- Chapter 1: Introduction
 - This chapter provides an overview of the RFP, outlining its purpose, structure, and context; and presents the background of Smart Energy Lab (SEL) and Asset Management Portal (AMP).
- Chapter 2: Instructions to Tenderers
 - This chapter defines the administrative and procedural framework of the RFP process. It details the timeline, communication procedures, and submission requirements for proposals, including their structure and mandatory content.
- Chapter 3: Terms of Reference
 - This chapter describes the technical, functional, and operational requirements of the assignment. It defines the project's objectives, scope of work, responsibilities of both parties, and expected deliverables. It also outlines the project phases, mandatory deliverables, and communication obligations.

In addition to these chapters, there are various annexes supporting the RFP document.

1.2 About Smart Energy Lab

Smart Energy Lab (SEL) is a non-profit association that brings together science, technology, and industry in the energy sector, with renowned partners EDP Comercial and Accenture, and academic institutions such as Instituto Superior Técnico and INESC TEC. Through a collaborative model, SEL accelerates the development, implementation, and adoption of solutions to address the challenges of the energy transition.

Using innovation processes that include validation through market testing and pilot streams, SEL stands out by seeking competitive advantages that ensure market success, ranging from technological adaptation to cost reduction. Its main goal is to deliver products and services that promote the business of energy transition products offered by market players and their role in helping clients achieve carbon neutrality.

1.3 About Asset Management Portal

Smart Energy Lab operates a diverse and growing portfolio of energy products and solutions spanning multiple asset types, technologies, and market contexts. This multi-product environment reflects SEL's role as an innovator at the intersection of energy systems, digital platforms, and advanced analytics. Over time, this diversity has driven the adoption of multiple tools, databases, and operational processes tailored to specific products and use cases.

While this evolution has enabled rapid development and specialization, it has also resulted in a fragmented digital landscape where asset-related information, monitoring tools, and operational workflows are not centralized within a single platform, resulting in the absence of a unified source of truth. As SEL's asset base and commercial footprint continue to expand, this fragmentation increasingly constrains operational efficiency, limits data reuse, and reduces the consistency and scalability of asset management practices across the organization.

To address these challenges and support its next phase of growth, Smart Energy Lab is initiating a strategic program to design and implement a unified Asset Management Portal.

The Asset Management Portal aims to provide a single, unified platform for managing and understanding SEL's assets with its core objectives being the following:

- **Strengthening Internal Operations.** Providing a centralized environment for the SEL platform to monitor, manage, and control all energy assets across SEL's portfolio. By consolidating asset data and standardizing workflows, the Portal improves operational visibility, reduces manual processes, and enables more efficient and scalable asset management.
- **Empowering Digital Customer Engagement.** Offering SEL platform customers secure, dedicated data access to their assets through an intuitive digital interface. Clients can monitor performance, manage assets, and access real-time insights, enabling informed decision-making, stronger engagement, and long-term trust.
- **Enabling Sales and Commercial Support.** Serving as a strategic enabler during the sales process by showcasing SEL's operational capabilities through real, tangible data. The Portal supports proposal development, increases credibility with prospective clients, and helps demonstrate SEL's ability to deliver monitoring, control, and transparency at scale.

2 Instructions to Tenderers

2.1 General Provisions

This section establishes the following general rules applicable to this Request for Proposal (RFP), complementing the specific instructions and requirements detailed throughout the document:

- The purpose of this RFP is to select qualified vendors to develop, and implement the Asset Management Portal, and to ensure the standardization and improvement of related datasets, as described in the Terms of Reference.
- This RFP is structured into two streams, each representing a distinct service area.
- Each stream includes its own scope of work, timeline, milestones, and deliverables.
- This RFP constitutes an open tender procedure. Participation is open to all entities that demonstrate compliance with the eligibility, qualification and experience requirements set forth herein.
- Intellectual property rights arising from the work performed under the resulting contract — including and not exclusively documentation and software — belongs to Smart Energy Lab upon payment according to terms and conditions in Annex III.
- This RFP does not oblige Smart Energy Lab to award a contract or to reimburse any costs related to proposal preparation.
- Communication will be carried out in Portuguese or English; and documents and deliverables shall be submitted in English. All prices shall be expressed in euros (€).
- The RFP and any resulting contract shall be governed by Portuguese law. All legal issues that arise in relation to the contract, namely, the interpretation, validity or execution of the same, will be the jurisdiction of the District Court of Lisbon, with express waiver of any other.

2.2 RFP Timeline

Smart Energy Lab has established the following preliminary milestones for the process of the RFP, which are subject to modifications by Smart Energy Lab:

Table 1 – Milestones of the RFP Process

Milestones	Dates
Publication of the RFP	20/04/2026, at 17:00 GMT+0
Deadline for the submission of requests for clarification by the Tenderers	23/04/2026, until 08:00 GMT+0
Deadline for the publication of responses to the requests for clarifications by the client	25/04/2026, until 23:59 GMT+0
Deadline for the Submission of Proposals	28/04/2026, until 23:59 GMT+0
Deadline for correcting formal irregularities by the Tenderers	30/04/2026, until 23:59 GMT+0
Deadline for the Publication of the Preliminary Report (<i>estimated</i>)	05/05/2026
Deadline for Tenderers to submit their observations to the Preliminary Report	5 calendar days after publication of the Preliminary Report
Deadline for the Publication of the Final Report (<i>estimated</i>)	10/05/2026
Deadline for the submission of the Qualification Documents by the Tenderer (<i>estimated</i>)	5 calendar days after publication of the Final Report
Project start (<i>estimated</i>)	18/05/2026

2.3 Requests for clarification

From the date of the publication of the Request for Proposals until the 23th of April of 2026, 08h00 (Lisbon time, GMT+0), interested parties may submit any requests for clarification necessary for a proper understanding and interpretation of this RFP to the following email address:

- procurement@smartenergylab.com

Requests for Clarification should be submitted with the following subject line:

- **Request for Clarification – RFP Asset Management Portal**

Smart Energy Lab will share all clarifications no later than the 25^h of April of 2026, 23:59 (Lisbon time, GMT+0), through email with all Tenderers.

2.4 Submission Instructions

Tenderers may submit their Proposals until the 28th of April of 2026, 23:59 (Lisbon time, WET, UTC+0), to the following email address:

- procurement@smartenergylab.com

For the submission of proposals, the following subject line should be used:

- Proposal Submission – RFP Asset Management Portal

For the submission of Proposals, Tenderers must follow what is requested in point **2.5 Proposal Organization and Content** of this document.

2.5 Proposal Organization and Content

This section defines the requirements that all Tenderers must comply concerning the organization and content of their proposal. For technical details, please refer to section [3. Terms of Reference and Annex 1 – Technical Specifications](#).

1. Tenderer Presentation and Relevant Experience
 - a. Document containing the Company background with a list and summary of previous projects with similar scope implemented in the last 5 years (maximum of 5 pages).
2. Proposed Team
 - a. Governance of the team, including key experts, and, if applicable, a backstopping team.
 - b. Sanitized CVs of team members including academic background, relevant experience for the project and years of relevant experience, aligned with what is required in the Terms of Reference.
3. Methodology, Work Plan and Gantt
 - a. Document containing the proposed methodology, including technical approach, assumptions, risks and risk mitigation approach; work plan, including the description of activities, tasks, deliverables and a Gantt Chart with team members allocation, aligned with what is presented in the Terms of Reference.
 - b. Include a description of proposed acceleration strategies and risk mitigation measures to meet the deadline.
4. Document indicating the Detailed pricing, specifying:
 - a. Total price for the execution of all the services included in the Contract, which may not exceed 125.000,00€ (one hundred and twenty five thousand euros), otherwise the proposal will be excluded.
 - b. The tenderer must also present a price for each stream of the contract:
 - i. Software Development.
 - ii. Data Preparation and Analytics Enablement.

Due to the nature of this RFP procedure, proposals will be shared amongst all the tenderers.

For commercial, industrial or other confidentiality reasons, tenderers may request, when submitting their proposal, that certain documents which constitute the proposal be classified in accordance with the law, for the purpose of restricting or limiting access to them to the extent strictly necessary.

SEL will decide on the classification of the documents that constitute the proposal and will notify the tenderers when the proposals are opened.

2.6 Formal Irregularities

If any formal irregularities in the proposals received are encountered, Smart Energy Lab will request Tenderers to remedy them within two (2) days. Those remedies must not change the content of the proposals or breach the principles of equal treatment and fair competition. Those irregularities may include the failure to submit or incorrect submission of documents that merely prove facts or qualities prior to the date of submission of the application or tender.

2.7 Exclusion Grounds

The proposal will be excluded if the company presents a proposal that:

- The price proposed exceeds the maximum amount SEL is willing to pay for the supply of the services covered by the RFP, 125.000,00€ (one hundred and twenty five thousand euros)
- The proposed timeline exceeds the maximum delivery period of two (2) months from the project start.
- Lacks project portfolio documentation of at least eight relevant projects in the same scope of the RFP, including demonstrated expertise in the energy sector, particularly in the management and monitoring of distributed assets such as photovoltaic systems, battery storage, or EV charging infrastructure, completed within the last five (5) years, including descriptions of client type, project dates, challenges, scope and outcomes.
- Fails to present an expert team with the minimum composition as indicated in section 3.5 of the Terms of Reference and with proven experience with similar projects.
- Fails to present a project manager with proven experience in management/coordination roles in similar projects within the last 5 (five) years.
- Terms and Conditions of the project delivery, including limitations, exclusions and support terms that are not compatible with the critical imperative conditions presented in Annex III - Imperative conditions to be respected by the winning tenderer.

2.8 Award criteria

Proposals for each stream will be evaluated based on the following factors:

Table 2 - Award criteria

Factor	Criterion	Weight (%)
A	Team experience and allocation	40%
B	Technical project quality	30%
C	Cost	30%

The award will be made to the proposal with the highest Final Score (FS), calculated using the following formula:

$$FS = [0,40 \times A] + [0,30 \times B] + [0,30 \times C]$$

Where:

- FS – Final score of the bidder’s proposal;
- A – Score obtained in factor A, “Team experience and allocation”;
- B – Score obtained in factor B, “Technical project quality”;
- C – Score obtained in factor C, “Cost”.

Factor A: “Company qualifications and team experience” score

The score for each proposal under Factor A will be determined as follows:

$$A = [0,40 \times A.1] + [0,40 \times A.2] + [0,20 \times A.3]$$

Where:

A.1: Team suitability

The applicant must demonstrate the technical suitability (in functional and technological aspects) of the team assigned to the project. The Tenderers must present the team members that will be assign to the project, respecting the minimum requirements for the Expert Team indicated for each stream in section 3.5. The evaluation will consider the assessment of the CV(s) of the team members provided. The CV(s) must contain the total years of experience of each team member in developing similar work. Then, the scoring will be attributed according to the average number of years of proven experience of the candidate(s) proposed for the project team.

The score for each proposal under subfactor A.1 will be calculated as follows:

- 100 points – average professional experience \geq 8 years.
- 60 points – average professional experience \geq 5 years and $<$ 8 years.
- 30 points – average professional experience \geq 3 years and $<$ 5 years.
- 0 points – average professional experience $<$ 3 years.
- Excluded – no relevant professional experience, in accordance with Section 2.7 – Exclusion Grounds.

A.2: Team allocation

Tenderers shall demonstrate the adequacy, balance, and robustness of the proposed team allocation for the execution of the project.

Tenderers must present all team members to be assigned to the project, in full compliance with the minimum requirements for the Expert Team as defined in section 3.5. The proposal shall include a detailed Work Plan clearly indicating the experts involved, their level of seniority (senior/junior), and the corresponding Person-Month (PM) allocation. The evaluation will assess the distribution of effort between senior and junior team members by examining each seniors’ participation and the total PM allocation for the entire team, including any backstopping team (if applicable).

At least 20% of the total Person-Month allocation for the project must be provided by senior experts. Proposals that do not meet this minimum requirement will receive a score of zero under this subfactor.

The score for each proposal under subfactor A.2 will be calculated based on the proportion of total project effort (in Person-Months) allocated to senior experts, as follows:

- 100 points – senior experts account for $\geq 60\%$ of the total project Person-Month allocation.
- 60 points – senior experts account for $\geq 30\% < 60\%$ of the total project Person-Month allocation.
- 30 points – senior experts account for $\geq 20\%$ and $< 30\%$ of the total project Person-Month allocation.
- 0 points – senior experts account for $< 20\%$ of the total project Person-Month allocation.

A.3: Project manager professional experience

The applicant must identify and demonstrate the number of similar projects/services in which the key team member nominated for the Project Manager competency has had management/coordination roles within the last 5 years. The evaluation will consider the assessment of the CV(s) of the designated Project Manager. The CV(s) must contain the projects where the Project Manager was involved in managing/coordinating roles.

The score for each proposal under subfactor A.3 will be calculated as follows:

- 100 points – more than 10 with similar scope and outcomes .
- 60 points - 6 - 10 with similar scope and outcomes .
- 30 points - 2 - 5 with similar scope and outcomes .
- 0 points - 1 with similar scope and outcomes .
- Excluded – no projects with similar scope and outcomes, according to section 2.7 – Exclusion Grounds .

Factor B: “Technical project quality” score

The score for each proposal under Factor B will be determined as follows:

$$B = [0,40 \times B.1] + [0,40 \times B.2] + [0,20 \times B.3]$$

Where:

B.1: Clarity and coherence of the proposed methodology

Evaluation if the proposed methodology is logical, well structured, and answers the defined objectives. The proposal should demonstrate high technical proficiency and clarity in the approach. It should also ensure a shared understanding and overall coherence in the main objectives identified in the Terms of Reference.

The score for each proposal under subfactor B.1 will be calculated as follows:

- 100 points - Highly coherent, detailed methodology addressing all requirements, technically strong, with clear logic and explanations.
- 80 points - Coherent, well-structured methodology addressing most requirements, with good technical quality and minor gaps.
- 60 points – Good methodology with minor gaps or unclear elements.
- 30 points - Basic methodology, partially addressing objectives.
- 0 points - Methodology unclear, generic, or failing to address key objectives.

B.2: Adequacy of the Work Plan

Evaluation if the work plan is realistic, considering Activities, Tasks, Deliverables, Milestones and the timeline, and suitable to achieve the project's objectives, considering the minimization of potential risks. Evaluate if the work plan is well designed to deliver the defined outputs. Evaluation if the team is appropriately allocated to the proposed Work Plan, through the assessment of each expert participation in each task and the Person-Month allocation of each expert and the entire team, including backstopping team (if applicable).

The score for each proposal under subfactor B.2 will be calculated as follows:

- 100 points – Fully realistic, detailed plan, balanced resources, strong alignment with expected outputs and timeline.
- 80 points - Realistic and well-structured work plan, with good alignment and minor gaps.
- 60 points – Reasonable plan with minor inconsistencies or lack of detail.
- 30 points – Work plan incomplete, insufficiently detailed or misaligned.
- 0 points - Unrealistic plan or insufficient allocation of experts.

B.3: Acceleration strategies and risk mitigation

Evaluation whether there is a clear and feasible plan to ensure timeline delivery, minimize risks, and guarantee compliance with the mandatory deliverables' deadlines (Section 3.4 of the Request for Proposals).

The score for each proposal under subfactor B.3 will be calculated as follows:

- 100 points – Clear and well-structured risk assessment with robust mitigation measures that ensure the completion of the project within the defined timeline.
- 80 points - Clear and structured risk assessment with appropriate mitigation measures, ensuring timeline delivery with minor gaps.
- 60 points - Reasonable risk assessment with adequate mitigation measures that ensure the completion of the project within the defined timeline.
- 30 points - Risk assessment with several gaps and limited mitigation measures that do not give enough insurance for the completion of the project within the defined timeline.
- 0 points - No risk assessment or mitigation measures.

Factor C: “Cost” score

The score for each proposal under Factor C will be determined as follows:

- If Price > 125.000,00€, then the proposal will be excluded.
- If Price ≤ 125.000,00€, then:

$$C = -0.0022 \times \text{Price} + 277,7778$$

2.9 Panel or jury composition

The proposals submitted in response to this Request for Proposals will be evaluated by an evaluation jury composed of a minimum of four (4) members designated by SEL. The jury members will be selected based on their relevant expertise and experience to ensure an objective, fair, and comprehensive evaluation of the proposals. SEL reserves the right to modify the composition of the jury, including the number of members, as deemed necessary to support the evaluation process.

2.10 Preliminary and final reports

After evaluating the proposals, SEL will issue a preliminary report proposing the admission/exclusion of proposals according to point 2.7 of this RFP, and classifying the admitted proposals, according to the award criteria established in point 2.8. SEL will share this preliminary report with all Tenderers.

The Tenderers may submit their observations on the preliminary report in writing, using the e-mail address procurement@smartenergylab.com, within 5 calendar days after the publication of the Preliminary Report.

SEL issues a final report in which it considers the observations made by the Tenderers and notifies it to all the Tenderers.

When the final report results in a change to the ordering of the Tenderers contained in the preliminary report, SEL proceeds to a new prior hearing.

2.11 Qualification Documents

SEL notifies the winning tenderer to submit within 5 calendar days the following qualification documents:

- 1) The certificate of commercial registry (“*Certidão Permanente do Registo Comercial*”) or equivalent document in the State of which it is a national or in which its main establishment is located.
- 2) Documentation proving that the winning tenderer is not in breach of its obligations relating to the payment of taxes in Portugal or, where applicable, in the State of which it is a national or in which its main establishment is located.
- 3) Documentation proving that the winning tenderer is not in breach of its obligations relating to the payment of social security contributions in Portugal or, where applicable, in the State of which it is a national or in which its main establishment is located.

The deadline for submission of qualification documents may be extended, at the request of the winning tenderer, for a period not exceeding 5 days.

Failure to submit the required qualification documents within the established deadline will result in the contract not being awarded to the winning tenderer, in which case Smart Energy Lab may award the contract to the next highest tenderer.

2.12 Price and Payment Method

Maximum price

The maximum amount SEL is willing to pay for the supply of the services covered by the RFP is 125.000,00€ (one hundred and twenty five thousand euros) plus VAT at the applicable legal rate.

The amount proposed by the supplier must include all costs, charges, and expenses for which responsibility is not expressly assigned to SEL.

The base prices established are grounded in current market prices, obtained through a preliminary market consultation carried out before the publication of the RFP.

Payment method

The payment of a percentage of the service will be paid by SEL within 30 days after the approval of the project deliverables per stream as follows:

- a) Software Development:
 - i) 33% upon completion of frontend/back-end development and unit tests.
 - ii) 33% after completion of pilot testing.
 - iii) 33% upon full deployment and acceptance.
- b) Data Preparation and Analytics Enablement:
 - i) 40% upon delivery of data analysis report.
 - ii) 30% after standardized dataset delivery.
 - iii) 30% upon delivery of anomaly detection tool.

Abnormally low price

The total price proposed is considered abnormally low if it is less than 65.000,00 € (sixty-five thousand euros) plus VAT at the applicable legal rate

If the price submitted is abnormally low, Smart Energy Lab will ask the respective tenderer to provide clarifications, within an appropriate time limit, regarding the relevant components of their proposal.

Proposals containing an abnormally low price, for which no supporting explanations have been submitted, or which are not considered sufficient, will be excluded.

3 Terms of Reference

3.1 Background

Smart Energy Lab (SEL) is undertaking a strategic initiative to develop a single web application - Asset Management Portal - that will consolidate the asset-related data, tools and operational workflows into a single source of truth. By integrating multiple existing systems, and centralizing data from SEL's databases, the portal aims to streamline information flows and eliminate fragmentation across teams. Its overall purpose is to provide a coherent, dependable environment where asset monitoring, analytics, and lifecycle insights are readily accessible and consistently maintained.

Operationally, the portal will enhance SEL's ability to monitor, manage, and control its growing portfolio of assets. It will address current limitations such as ad-hoc data visibility, reliance on manual interventions, and the absence of standardized metrics across products and systems. By delivering real-time information, richer diagnostic insights, and autonomous data access, the platform will reduce delays, strengthen decision-making capabilities, and enable more proactive and resilient operations.

Externally, the portal will function as a strategic commercial and customer-enablement asset. It will showcase SEL's digital and analytical maturity during sales engagements and provide clients with secure access to real-time performance data and insights about their own assets. This transparency and engagement layer reinforces SEL's credibility, enhances client experience, and supports long-term value creation by turning operational data into a tangible differentiator across markets.

To support this strategic shift, SEL aims to develop a single web application that must support multi-project configuration and allow each instance to be customized easily without major changes. The application must support role-based access control (RBAC) and dynamically adapt the interface and available functionalities based on the user's assigned role(s). This ensures that the application can serve multiple user types within the same web interface while maintaining a consistent white-label structure.

The new platform should be able to integrate energy data from diverse sources and locations, enabling organizations to efficiently analyze energy consumption and production patterns across multiple sites. This enhanced analytical capability will support improved decision-making, operational optimization, and the energy transition in companies.

At the same time, the platform must continue to effectively serve its existing B2B community while enabling the creation of new products tailored to companies and project partners. This expansion requires a unified, flexible, and user-centric interface, a robust back-end architecture and high-quality standardized datasets.

To achieve this, the RFP is structured into two complementary streams:

- **Software Development**, focusing on:
 - Implement the portal interface based on UX/UI specifications provided by SEL, ensuring an intuitive and inclusive experience across different user segments.
 - Build an Asset Management Portal with scalable architecture and full functionality.
- **Data Preparation and Analytics Enablement**, aiming to build derived datasets, precomputed metrics and aggregations to support high-value KPI computation.

Through this RFP, SEL seeks experienced vendors capable of delivering these components in a coordinated manner, ensuring that the new Asset Management Portal becomes a reliable solution supporting both current operations and the strategic expansion into B2B energy monitoring and visualization services.

3.2 Project Objectives

As mentioned, the project is divided into two separate streams, each representing a distinct service area. Potential suppliers may submit quotations for both streams. The first stream comprises the Software Development of the new Asset Management Portal and the second stream comprises the Dataset correction and automation.

The main objectives of this project are to:

- Stream 1 - Deliver a scalable, user friendly and robust digital portal:
 - Develop an intuitive, user-centric interface, following SEL's design system, adapted to B2B and SEL's internal users, leveraging on the Admin Portal already in development internally.
 - Ensure clear navigation, accessibility and consistency across all portal components, integrating future developments and new user-views with the current Admin Portal layer.
 - Deliver the functionalities developed in modular ways such that they can be easily customized and branded for different purposes.
 - Ensure the possibility of scale without jeopardizing user experience as user and data volume grows.
- Stream 2 - Establish high-value, derived and validated datasets:
 - Preparation and structuring of raw data, ensuring consistency, quality, and alignment across all sources.
 - Development of derived datasets and precomputed metrics, enabling efficient and scalable data processing.
 - Creation of aggregations and KPI-ready data models, supporting high-value analytics and reliable performance monitoring.

3.3 Scope of Work

The supplier(s) shall deliver the activities described below, structured across the two complementary streams of work:

Stream 1 - Software Development and Implementation:

- Development of frontend and backend functionalities.
- Implement unit testing and end-to-end testing to ensure compliance with functional requirements.
- Conduct testing through pilot projects in a controlled real-world environment.
- Identify and resolve issues detected during testing phases.

Mandatory Outputs

Following the activities delineated above, the subsequent tangible outputs are the main features expected to be visible and interactable on the platform to be developed:

- Asset Monitoring and Control:
 - Real-time visibility of all assets already being monitored.
 - Remote control capabilities over assets assuring start/stop and reboot capabilities building and configuration updates.
 - Centralized view of asset status and performance.
 - Geospatial visualization of real-time system status, key metrics and alerts.
 - Energy Management and Mobility dedicated dashboards.
- Alerts and Incident Management:
 - Real-time alerts and notifications for faults, anomalies and maintenance needs.
 - Visibility over asset health and operational events.
- KPIs Visualization and Asset Logs:
 - Network Overview Dashboard: A visual overview of assets with key metrics and alerts, allowing to explore locations and drill down into individual assets.
 - Revenue breakdown (sales, installations, subscriptions, etc.).

Stream 2 - Data Preparation and Analytics Enablement

- Establish derived datasets available for consumption, enabling efficient, scalable, and near real-time analytics.
- Deliver KPI-ready data models and aggregated data structures, supporting reliable performance monitoring and advanced analytical use cases.

Mandatory Outputs

Following the activities delineated above, the subsequent tangible outputs are expected to be visible and interactable on the platform to be developed:

- KPI Definition and Standardization
 - Definition and alignment of KPIs across systems and teams.
 - Data models' creation to ensure comparability and reporting consistency.
- Metrics Computation and Enrichment
 - Calculation of core metrics, including:
 - Station utilization
 - Number/Duration of charging sessions
 - Energy consumption
 - Energy Production
 - Uptime and availability
 - Routines development and integration for derived and high-value metrics, including:
 - Load balancing efficiency
 - Peak usage patterns
 - Overpower avoided
 - Management savings
 - Self-consumption efficiency
 - Time-of-use scheduled commands
- Data Access and Integration Layer
 - Support and improve existing pipelines and APIs to feed the web application.
 - Ensuring low-latency, reliable data delivery for near real-time dashboards.

Responsibilities of the Supplier for the two streams

- Deliver all activities outlined in the scope of work and associated deliverables.
- Ensure compliance with relevant industry standards, safety regulations, and quality benchmarks.
- Provide prototypes, testing, and validation results on schedule.
- Maintain clear and consistent communication on progress, risks, and changes.
- Offer support for integration, troubleshooting, and initial deployment.

Responsibilities of the Contracting Entity for the two streams

- Provide technical specifications and functional requirements.
- Ensure timely review and feedback on submitted deliverables.
- Facilitate access to reference systems, test environments, or datasets as required.
- Approve development milestones and validate compliance with project objectives and internal design standards.

Boundaries for the two streams

- The supplier is not responsible for the hosting infrastructure acquisition, or long-term platform operation unless explicitly stated.
- The contractor is not expected to develop functionalities for sectors or use cases beyond those specifically included in this RFP (e.g., predictive analytics, billing modules, or advanced AI-based forecasting).
- Long-term support, platform evolution, or maintenance contracts are excluded from this RFP unless specified under optional services.
- The contractor is not responsible for the accuracy, completeness, or continuity of data feeds coming from external partners, devices, or energy monitoring equipment. The scope is limited to processing, cleaning, and displaying the data provided.

3.4 Project Phases and Mandatory Deliverables

The project consists of two phases (corresponding to stream 1 and stream 2). Each phase begins with a mandatory Project Initiation and Requirements Confirmation step to ensure alignment between the contractor(s) and SEL before work starts.

Stream 1: Software Development

This stream covers the development and implementation of the Asset Management Portal and Backoffice, leveraging on the Portal already in development internally and focusing on the delivery of a robust, scalable, and production-ready platform. The Contractor is responsible for developing all frontend and backend functionalities, ensuring full compliance with the SEL's Design System and defined functional and technical requirements, and enabling seamless interaction with the data layer prepared in Stream 2. All development activities must follow an iterative approach, allowing for progressive integration, continuous validation, and early identification of issues. The platform must support real-time data visualization, role-based access, and reliable performance across all modules. The Contractor is expected to implement unit testing and end-to-end testing to ensure system integrity, functional correctness, and overall platform stability. Testing must include validation through pilot deployments in controlled real-world environments, enabling the assessment of system performance, usability, and operational readiness. Any issues identified during testing phases must be promptly analyzed, resolved, and validated to ensure a stable and reliable solution. The final delivery must result in a fully operational platform, where the core functionalities are visible and interactable, including real-time asset monitoring and control, alerts and

incident management, and KPI visualization. This includes centralized views of asset status and performance, remote control capabilities, geospatial system visualization, dedicated energy and mobility dashboards, as well as network-level insights such as revenue breakdown and key operational metrics. The platform must be delivered with all required technical documentation, testing evidence, and deployment configurations, ensuring readiness for operational use and future scalability.

Stream 2: Data Preparation and Analytics Enablement

This stream focuses on the preparation, structuring, and enrichment of data to enable reliable KPI computation, analytics, and performance monitoring within the Asset Management Portal. The Contractor is responsible for ensuring data consistency, quality, and alignment across all sources, transforming raw data into standardized and analytics-ready datasets. Activities include the implementation of data processing pipelines to clean, normalize, and structure existing data, as well as the development of derived datasets and precomputed metrics to support efficient and scalable analytics. The Contractor must define and standardize KPIs across systems and stakeholders, ensuring the creation of consistent data models that enable comparability and reliable reporting. The stream also includes the computation and enrichment of core and advanced and high-value indicators, and they must be made available through aggregated, KPI-ready data structures. Additionally, the Contractor must support and enhance data pipelines and APIs to ensure low-latency, reliable, and near real-time data delivery to the platform. The final output must provide fully integrated datasets, KPIs, and metrics that are directly consumable and interactable within the platform's dashboards and analytical modules, enabling advanced analytics and informed decision-making.

A deliverable is considered finalized only after the approval by Smart Energy Lab. In their Work Plan, the Contractor must consider at least 1 week for the approval of each deliverable by SEL. Smart Energy Lab reserves the right to require the contractor changes and adaptations to each deliverable.

These identified phases and deliverables represent SEL's mandatory phases and deliverables for the implementation of the assignment.

Smart Energy Lab values a collaborative approach to project execution and recognizes that achieving the target cost, timeline, and performance objectives may require adjustments to the initial requirements. The provider is encouraged to propose alternative technical solutions or requirement changes when such modifications can improve reliability, reduce cost while maintain equivalent functionality and compliance, simplify design or integration to accelerate project delivery. Any proposed changes shall be documented with a clear description of the technical deviation and its justification.

Any changes to the proposed phases and mandatory deliverables shall be reviewed together with Smart Energy Lab before approval and implementation.

3.5 Expert Team

The Expert Team should be a multidisciplinary team, with holistic competencies to ensure excellent implementation of the project. The team should be composed of, at least:

- One Project Manager.
- **Software Development:** one senior front-end developer (with demonstrated experience working alongside UX/UI teams and familiarity with design systems); one junior/mid front-end developer; one senior back-end developer and one junior/mid back-end developer.

- **Data Preparation:** one senior data analyst and one junior data analyst.

The Bider(s) can **propose other roles/composition for the Expert Team (e.g.: roles related to UX/UI)** provided that the minimum requirements are met.

Experience

- The Project Manager must have proven experience in managing at least one project with a similar scope and dimension in the last 5 years.
- The team must have proven experience in developing and implementing similar projects, including demonstrated expertise in the energy sector, particularly in the management and monitoring of distributed assets such as photovoltaic systems, battery storage, or EV charging infrastructure.

Communication

- The team should be fluent in Portuguese and with high proficiency in English, being comfortable developing deliverables in English.

3.6 Reporting and Communication

The Contractor shall ensure continuous and transparent communication with the Smart Energy Lab (SEL) project team throughout all phases of the assignment. Regular monitoring and reporting are required to ensure that progress, risks, and deliverables remain aligned with the approved work plan.

Meetings

- A daily meeting (remote or in-person) shall be held to review progress, discuss ongoing activities, and address potential risks or deviations.
- Ad-hoc meetings may be scheduled at SEL's request, particularly for milestone validation or technical reviews.

Deviations

Any deviation from the agreed scope, schedule, or deliverables shall be immediately communicated in writing to SEL. SEL will review and decide on the necessary corrective actions, which must be documented and approved before implementation.

Annex I – Technical Specifications

Stream 1 – Software Development

1.1. Scope and general principles

This section defines the technical, functional, and non-functional requirements for the development of the Asset Management Portal. The Tenderer shall comply with all mandatory technologies, design constraints, coding standards, and architectural principles described below.

1.2. Front-end requirements

Application to be developed

A single application shall be developed.

The application must:

- Be a derivation from the Admin Portal, establishing a clear and user-friendly navigation system between the two.
- Support multi-project configuration, allowing different projects to run in parallel under the same codebase.
- Be fully responsive, ensuring an optimised user experience across different devices and screen sizes (Desktop, Tablet, Mobile).

Role-based views and permissions

The application must incorporate Role-Based Access Control (RBAC) and dynamically adapt the UI and available functionalities according to the user's assigned roles.

The Asset Management Portal must integrate the in-development Admin Portal, where all user roles and permissions will be managed.

The system must:

- Provide distinct views, navigation menus, dashboards, and permissions for each role.
- Support users with multiple roles, with the interface automatically and consistently updating to reflect the selected role.
- A unified experience where administrative tasks and user-facing features coexist in one platform.

User profiles

The platform must adapt dynamically to the profiles in Table 3 33.

Table 3 3- User profiles to be considered for the Asset Management Portal

End-User Roles			
<i>SEL User</i>	<i>Profile</i>	<i>External User</i>	<i>Profile</i>
Super Admin	Manages all accesses, configurations, and platform settings across all locations	Super Admin	Manages all accesses and configurations within assigned scope
Business Manager	Has access to high-level dashboards, KPIs, and portfolio performance across locations defined by Super Admin	Business Manager	Has access to financial and performance dashboards for assigned assets/locations
Operator	Has access to all operational layer (monitoring, control, alerts) for locations defined by Super Admin	Operator	Has access to monitoring and operational control functionalities for assigned assets
Installer	Has access to commissioning and decommissioning modules for locations defined by Super Admin	Installer	Has access only to commissioning-related functionalities for assigned assets

The mandatory front-end technologies, functional requirements and non-functional requirements are described in Table 444,

Table 55 and **Table 6 66**. No alternative technologies may replace these without SEL's prior written approval.

Table 44 - Mandatory front-end technologies

Framework	Vue.js 3
Languages	HTML5, CSS3, JavaScript, TypeScript
UI / Styling	TailwindCSS PrimeVue
State Management	Pinia
Data Visualization	AG Grid and AG Charts

Table 55 - Functional requirements

User Management	<ul style="list-style-type: none"> • Registration • Login • Password recovery • Profile management
Views / Pages	All screens, flows, and interaction logic developed and validated by SEL.
Multi-Language Support	<ul style="list-style-type: none"> • Minimum: Portuguese (PT) and English (EN). • Recommended: use of vue-i18n or equivalent.
Notifications	<ul style="list-style-type: none"> • In-app notification system (for example: banner, toast, or modal). • Must integrate with the back-end notification module.
Testing	Mandatory unit tests for critical components and services.

Table 6 6 - Non-functional requirements

Responsive Design	Full compatibility with desktop, tablet, and mobile screen formats.
SEL’s Design System	Mandatory use of the SEL-provided Design System, including core UI components, typography, layout rules, colors, and design patterns. All new components and modules must be designed and integrated into the SEL DS.
SEL Base Template	Mandatory use of the SEL front-end base template (to be provided at project start).
Security	Must follow web application security best practices, including: <ul style="list-style-type: none"> • OWASP Top 10 • Secure session handling • Input validation and sanitization • Safe storage of tokens/credentials

1.3. Back-end requirements

The mandatory back-end technologies, functional requirements and non-functional requirements are described in Table 777, Table 88 and Table 999 . The detailed specifications will be validated during the Functional Architecture stage. However, the proposal must cover the following minimum requirements.

Table 77 - Mandatory back-end technologies

Language	Python
Framework	FastAPI
API Documentation	Automatic Swagger/OpenAPI generation (FastAPI native)

Table 88 - Functional requirements

Database Integration	Use of SQLAlchemy ORM (mandatory)
REST APIs	<ul style="list-style-type: none"> • Modular, versioned API architecture. • Strict separation of domains and services.
Testing	Mandatory unit tests using pytest.

Table 99 - Non-functional requirements

Microservices Template	Mandatory use of SEL’s Python microservices template, ensuring standardization, compatibility, and consistent deployment practices.
Scalability	Architecture must support horizontal scaling.
Code Quality	Mandatory use of linters and formatters (flake8, black, or equivalents).

Application modules

The list of application modules presented in this section (Table 1010) is illustrative and not exhaustive. It provides examples of major modules required within a Portal for Asset Management purposes; however, it does not define the complete or final set of modules to be developed under this contract.

The final definition, prioritization, and scope of the modules to be developed by the Contractor—particularly for the back-end—will be determined at the start of the service.

SEL reserves the right to include, exclude, or adjust modules based on project needs, available data sources, technical dependencies.

Table 1010 - Modules for Asset Management Portal back-end

Module	Description
Device Module	<p>A module for managing monitoring devices, meters and other data sources, including:</p> <ul style="list-style-type: none"> • Registration • Commissioning • Data ingestion • Data visualization in various formats <p>This module may also include monitoring and troubleshooting capabilities, such as:</p> <ul style="list-style-type: none"> • Real-time operational status (online/offline) • Alerts for anomalies or communication failures • Sensor-level diagnostics and logs • Triggering troubleshooting actions (e.g., reboot, reset, or initiating support workflows)
Notifications Module	A module responsible for sending, displaying, storing, and managing system notifications.
Energy Analytics Module	<p>Provides data analytics, visualizations, and trends, such as:</p> <ul style="list-style-type: none"> • Real-time and historical energy consumption/production • Comparison across sites, devices, or users • Alerts for thresholds and anomalies • Forecasting energy consumption, production and costs • Export of analytic reports <p>This module may also integrate monitoring dashboards that support quick diagnostics and operational oversight.</p>

To complement the modules above, the platform is expected to incorporate dedicated monitoring and troubleshooting capabilities, structured across three levels (

Table 111111).

Table 1111 - Monitoring and troubleshooting levels

Global View	<ul style="list-style-type: none"> • Overview of key metrics • Geographic distribution of assets • Online/offline status summaries • High-level alerts and system health indicators
Site View	<ul style="list-style-type: none"> • Detailed information per specific location • Status of installed assets • Load diagrams and consumption/production profiles • Ability to add/remove or reconfigure assets
Asset View	<ul style="list-style-type: none"> • Real-time and historical asset status • Analysis of collected metrics • Access to diagnostics and troubleshooting actions (e.g., reboot, reset) • Ability to trigger workflows such as ticket creation or automated email alerts

Stream 2 – Data Preparation and Analytics Enablement

1. Scope and general principles

Stream 2 covers the preparation, structuring, standardization, and enrichment of all data required by the Asset Management Portal. Its purpose is to ensure that the underlying data layer is consistent, reliable, and fully prepared for KPI computation, advanced analytics, reporting, and operational decision-making.

This stream shall ensure the definition, standardization, and availability of KPIs and derived datasets, enabling their direct consumption and visualization within the platform.

All work under this stream must be implemented in Python, following SEL’s coding standards, documentation requirements, and best development practices.

1.1. Analysis of existing data sources

Objective

Evaluate the current state of available data sources, identify systematic data quality issues, and establish the foundation for data standardization and KPI computation.

Scope of Work

The contractor must perform a full diagnostic analysis.

Automated Data Diagnostics

Automatically generate exploratory data analyses and visualizations covering the full available data history.

Automate detection of:

- Missing or incomplete data
- Outliers and abnormal values
- Inconsistent or impossible readings
- Flatline or zero-variation behavior
- Timestamp inconsistencies
- Data inconsistencies across sources

Identify data sources and variables:

- Incorrectly classified or structured
- With inconsistent units or formats
- With irregular behavior due to systems or operational issues

Manual Expert Review

Perform targeted analysis of diagnostic outputs to:

- Validate and refine automated findings
- Identify structural issues in data models or KPI definitions
- Detect patterns not captured by automated processes

Error Pattern Documentation

Develop a structured classification of data issues, including but not limited to:

- Timestamp misalignment
- Missing intervals
- Data duplication
- Unit inconsistencies
- Incorrect data mappings or classifications
- Integration inconsistencies between systems

Create a correction strategy repository organized by:

- Data source
- Data entity (e.g. asset, session, transaction)
- Time interval
- Error type
- Recommended correction or transformation rule

Deliverables

Analytical diagnostic report summarizing:

- Main data quality issues
- Affected data sources and entities
- Estimated impact on KPIs and reporting
- Repository of data correction and transformation rules

1.2. Data preparation and standardization and KPI enablement

Objective

Prepare, standardize, and structure data to ensure consistency across systems and enable reliable KPI computation, analytics, and platform integration.

Scope of work

Data Preparation (One-Time Process)

- Apply all identified correction and transformation rules to datasets.
- Structure data to support KPI computation and reporting.
- Store processed data in a dedicated data layer (e.g., processed tables or equivalent).
- Preparation must include at minimum:
 - Timestamp alignment and normalization
 - Duplicate detection removal
 - Unit standardization across data sources
 - Data harmonization (user-friendly naming conventions and structures)
 - Entity normalization (e.g., assets, sessions, transactions)

- Ensure traceability of:
 - Applied correction and transformation rules
 - Affected data entities and time periods
 - Methodology used for processing
- Define and align KPIs across areas and stakeholders to ensure structured and documented indicators.

Recurring Automated Processes

The contractor must implement a continuous data processing service, including:

- Develop and implement routines for computing core metrics and KPIs.
- Design and integrate logic for advanced and derived metrics.
- Scheduled data pipelines (frequency to be defined, e.g., near real-time or periodic batches).
- Automatic application of data cleaning, transformation, and KPI computation.

This ensures a persistent database that is "sales-ready" and available for business operations.

Deliverables

- Automated data processing and KPI computation pipelines (Python-based)
- Fully processed and standardized datasets ready for platform consumption
- KPI definitions and data model documentation
- Documentation package including:
 - Data transformation and computation rules
 - Algorithms and methodologies used
 - Data lineage and traceability
 - Pipeline architecture and integration logic

Annex II – Expected Pages for the Asset Management Portal

1. Global Hub

Upon successful authentication, the user shall be presented with the Global Hub, which acts as the entry point to the portal.

- Users of Asset management Portal shall be presented with a sidebar with the following entry options:
 - Dashboards
 - Sites
 - Assets
 - Clients (User's clients)
 - Alerts
 - Financial
 - Console
 - Commissioning
- Only users with specific access rights should be able to visualize the Console entry point on the sidebar.
- On the top left of all portal pages, the user must have a toggle with the following three options:
 - Global
 - Mobility
 - Energy Management
- By default, the user must always be presented with the global layer of the selected visualization.

1.1. Global Hub - Dashboards

After login, users shall be directed to the Main Dashboard, which provides a consolidated overview of all managed assets.

By moving the referred toggle from Global to each one of the other two options, the user must be presented with another dashboard that follows the exact same design and structure, only filtered by the chosen topic.

The dashboard shall display, at minimum, the following information:

1.1.1. Overview Metrics

- Total number of sites
- Total number of assets
- Total number of active clients
- Number of active charging sessions

1.1.2. Operational Status

- Real-time status of assets (online, offline or faulted)
- List of active alerts and incidents
- Overall assets uptime (%)

1.1.3. Energy Metrics

- Total energy consumption and generation
- Total photovoltaic production
- Peak load for the considered period
- Average battery state of charge
- Self-consumption rate (%)
- Real-time load diagram, comprising overall energy consumption and PV production

1.1.4. Financial Metrics

- Total revenue (e.g. energy produced, charging fees, subscription revenue, etc.)
- Total number of clients
- Generated savings
- Subscription revenue

1.1.5. Geospatial Visualization

- Interactive map displaying all sites
- Real-time asset status per location
- Ability to select and navigate to specific sites

1.1.6 Specific Metrics

Despite the structure being the same for all three dashboards and, some metrics must only be presented to the user, when moving to either Mobility or Energy Management.

1.1.6.1 Mobility

- Network utilization
- Number of overpower situations avoided
- Total number of sessions for the considered period
- Average session duration
- Bar plot with the number of sessions with changing period ability

1.1.6.2 Energy Management

- Number of sites under control
- Grid Import/Export balance
- Number of Time-Of-Use scheduled commands performed
- Number of Peak Shaving commands performed

1.2. Site Management

The following entry on the sidebar must provide access to a consolidated list view of all sites with installed assets.

This table page must have the following columns:

- Site location
- Scope (Mobility or Energy Management)
- City
- Service status
- Service provided
- Number of assets
- Number of sessions (if applicable)

The user must be capable of filtering the table by any of the referred columns.

1.2.1. Site Detail Page

The user shall have the ability, by selecting any of the table entries, to view a detailed site page, which must aggregate the table information and the following:

- Energy consumption
- Energy production (if applicable)
- List of installed assets and their status
- Active alerts and incidents

1.3. Asset Management

The following entry on the sidebar must provide access to a consolidated list view of all installed assets.

This table page must have the following columns:

- Asset ID
- Type (e.g. controller, inverter, battery, station, etc.)
- Site location
- Client ID
- Status (e.g. available, charging, discharging, online, faulted, etc.)
- Instant power (when applicable)
- State of charge (when applicable)
- Today's production (when applicable)
- Today's consumption (when applicable)

1.3.1. Asset Detail Page

The user shall have the ability, by selecting any of the table entries, to view a detailed asset page, which must aggregate the table information and the following:

- Capacity of performing remote control actions
 - Start/Stop
 - Reboot
- Real-time operational status
 - Uptime
 - Current session energy (if applicable)
 - Managed devices (if applicable)
- Device info (e.g. model, serial, firmware version, protocol, etc.)
- List of today's sessions with start date, duration, energy and peak power
- Update configurations capability
 - Control availability for charging points
 - Define maximum power output for charging points
 - Define maximum state of charge for batteries
- Detailed page with event logs related to the asset

1.4. Client Management

The following entry on the sidebar must provide access to a consolidated list view of all locations/assets per client.

This table page must have the following columns:

- Client ID/Name
- Number of locations
- Scope (Mobility/Energy Management/Other/All)
- Number of Alerts
- Number of assets

The user must be capable of filtering the table by any of the referred columns.

1.4.1. Client Detail Page

The user shall have the ability, by selecting any of the table entries, to view a detailed client page, which must aggregate the table information and the following:

- Energy consumption
- Energy production (if applicable)
- List of installed assets and their status
- Active alerts and incidents

1.5. Alerts Management

The following entry on the sidebar must provide access to a consolidated list view of all alerts on assets.

This table page must have the following columns:

- Type of incident (e.g. faulted, warning, offline, etc.)
- Asset ID
- Site location
- Scope (Mobility or Energy Management)
- Fault description (if applicable or available)

The type of alerts expected and critical that must be considered are:

- Asset offline or connectivity loss
- Charging station faulted or unavailable
- Equipment overheating
- Electrical fault or overcurrent/voltage detected
- Communication failure between gateway and assets
- Grid connection failure or power outage
- Abnormal state of charge or battery system fault
- Emergency stop triggered

The user shall have the ability, by selecting any of the table entries, to be headed to the asset detail page.

1.6. Financial board

The following entry on the sidebar must provide to the Portal user access to a dashboard with overall financial reporting.

This page must incorporate the following:

- Total revenue (e.g. energy produced, cumulated charging fees, etc.)
- Number of active subscriptions
- Actual month subscription revenue
- Total generated savings
- Revenue trend plot per month
- Generated savings plot per month
- Revenue stream slice graph (e.g. charging, sales, subscriptions, other services)

1.7. Console

This entry on the sidebar must only be available for users with specific access, and it must link the Asset Management Portal to the Admin Portal, being developed internally.

The Admin Portal instance visibility will be filtered for users without Super Admin permissions. The aim is to assure that each user can only manage sites, clients, users, etc. under its own visibility scope.

1.8. Commissioning

The following entry on the sidebar must provide access to a dashboard with overall commissioning reporting.

This page must incorporate the following:

- Display the scheduled commissioning processes for next week, with the ability to distinguish by status and timeframe
- Display the number of commissioning processes already performed, with visibility over successful, failed, or partially completed
- Display the number of commissioning processes currently in progress
- A temporal view of commissioning activity (per day, week or month)
- Metrics of commissioning processes per site location, client
- A button providing direct access to the Commissioning Portal

Annex III – Imperative conditions to be respected by the winning tenderer

Clause 1

(Intellectual and Industrial Property)

1. All inventions, suggestions for technical improvements, and/or other similar creative activities, created or developed by the collaborators assigned by the winning tenderer or for the execution of the Contract, including all creations subject to registration of industrial property rights and copyrights (“Intellectual Property Creations”) that are in any way relevant to SEL’s activities must be immediately communicated to SEL.
2. The winning tenderer undertakes to obtain from its collaborators assigned to the service provision all necessary authorizations and declarations, so that the intellectual property belongs to SEL, and the winning tenderer is responsible for providing adequate compensation for this purpose.
3. Likewise, the winning tenderer undertakes to agree with the collaborators assigned to the provision of services on a clause that allows SEL to hold ownership of the rights over the Intellectual Property Creations, even if they have been developed outside the scope of the services provided by the winning tenderer.
4. The Parties expressly agree that the Intellectual Property Creations are the exclusive property of SEL and that all intellectual property rights and economic copyrights will be assigned to SEL, with the winning tenderer obliged to obtain from the collaborators assigned to the service provision the necessary documentation for this purpose.
5. The winning tenderer agrees and declares that, at SEL’s request, they will sign, acknowledge, and prepare all documents, and will obtain from the staff assigned to the service provision all documents necessary for obtaining industrial property rights and copyrights in any country or countries, with all costs being borne by the winning tenderer.
6. The winning tenderer undertakes to agree with the collaborators assigned to the provision of services that the remuneration of these collaborators already includes special compensation for any creative activity, with the collaborators not entitled to any additional remuneration, indemnity, or compensation in this regard from SEL.
7. The winning tenderer undertakes to agree with the collaborators assigned to the provision of services that they are obliged to comply with all internal rules and policies regarding intellectual and industrial property rights in force at any time at SEL, particularly the Intellectual Property policy.

Clause 2

(Distinctive Signs)

1. The winning tenderer is prohibited from using any distinctive signs of trade that are the property of SEL, or that SEL is authorized to use by any other title, namely trademarks, logos, or internet domain names, in public dissemination channels such as social media or news outlets, in the name of SEL, or if such use could easily be identified by third parties as belonging to or being directly or indirectly under the responsibility of SEL.
2. Non-compliance with the provisions of the above paragraph may constitute grounds for immediate termination of this Contract, granting SEL the right to compensation for damages resulting from such breach.

Clause 3 (Confidentiality)

1. All information to which the winning tenderer and any personnel assigned by them to the provision of the contracted services have access as a result of the execution of the Contract, regardless of the format in which it is found, shall be considered confidential, except for information that is public knowledge or that reaches the winning tenderer through third parties who have lawfully obtained and disclosed it ("Confidential Information").
2. Confidential Information includes all information relating to the business, whether technical, commercial, or financial in nature, including trade secrets, and information about clients, suppliers, partners, and marketing plans.
3. The winning tenderer and the personnel assigned to perform the services under the Contract are bound by the obligation of confidentiality regarding the Confidential Information. They may not disclose it, in any way, directly or indirectly, communicate it to unauthorized third parties, or use it for their own purposes without the prior written authorization of SEL.
4. The winning tenderer undertakes to adopt security measures in relation to the Confidential Information and to ensure that the personnel assigned to the execution of the Contract adopt similar measures, with the aim of preventing unauthorized access by third parties as well as disclosure of such information. In particular, the Service Provider is obliged to implement any measures SEL imposes through instructions issued to protect the Confidential Information.
5. The above obligation remains in effect beyond the duration of the Contract. Upon termination of the Contract, the winning tenderer must return all Confidential Information in their possession to SEL, regardless of the format in which it is held.

Clause 4 (Personal Data and Privacy)

1. For the purposes of the Contract, the winning tenderer understands that "personal data" is any information relating to an identified or identifiable natural person ("the data subject"); and that an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, identification number, location data, electronic identifiers, or one or more specific factors relating to that person's physical, physiological, genetic, mental, economic, cultural, or social identity.
2. For the purposes of the Contract, the winning tenderer understands that the processing of personal data refers to any operation performed on personal data, whether automated or not, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, comparison or interconnection, restriction, erasure, or destruction.
3. The winning tenderer acknowledges that, during the provision of its services, it may be necessary to access or process personal data for which SEL is responsible, or personal data of third parties who are clients or suppliers of SEL.
4. Thus, any personal data processed or merely accessed by the Service Provider during the provision of services to SEL shall be treated as confidential unless expressly indicated otherwise by SEL.
5. The winning tenderer and any personnel assigned to the execution of the contracted services may not copy, transfer, or disclose any personal data for which SEL is responsible, nor use them for any purposes other than those expressly indicated by SEL.

6. The winning tenderer must inform SEL immediately if there is reason to suspect that personal data for which SEL is responsible have become known to or accessed by an unauthorized person.

7. SEL reserves the right to issue additional instructions at any time to ensure the confidentiality and integrity of the personal data for which it is responsible, as well as to establish control procedures to ascertain the degree of compliance with such instructions.