

**Request for Proposal (RFP)**

**for**

**Selection of Consultant for  
Embassy of India, Berlin's Study on  
"New Frontiers for  
Indo-German Partnership in  
Green and Clean Technologies"**

**Date: 07<sup>th</sup> October 2015  
Embassy of India, Berlin**

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### Abbreviations:

Consultant : Consultant Company having the requisite experience for this Study

EOI Berlin : Embassy of India, Berlin

GOI : Government of India

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## Section 1: Letter of Invitation

Berlin, October 7, 2015

Dear Mr/Ms

Name of the Consultant  
Address:

### **1.1 Background**

As India is expected to witness rapid urbanisation, the Government of India is taking significant measures to ensure use of clean and green technology in all sectors to ensure green and sustainable built environment for sustainable manufacturing, green buildings, fuel efficient transportation, energy efficiency measures, waste recycling etc. Germany is a leader in clean and green technologies. Among the priority areas identified by the Prime Minister for close collaboration with Germany are those relating to renewable energy, water management, urban waste management and energy efficiency. These are the areas in which Germany industry is strong and possibilities for cooperation are immense. Recently, the Government of India has also approved a new policy on Smart Cities that will embrace these sectors. Inter-Governmental collaboration has been initiated through Indo-German Joint Working Groups in the sectors of water, waste, energy and urban development that have all met this year. Both governments have undertaken a strong commitment to intensify the partnership in environmental technologies. It is in this context that the Embassy of India, Berlin (EOI Berlin) is undertaking a study on "New Frontiers for Indo-German Partnership in Green and Clean Technologies" to help accelerate the growth of bilateral collaboration in this area. The Study shall exclusively focus on the sectors of Energy, (Renewable Energy and Energy Efficiency), Water and Waste Management. The current study is being initiated in the backdrop of a similar study under taken by EOI Berlin "Prospects for Indo-German Collaboration on High Technology Manufacturing" which was released by the Prime Minister of India in the presence of German Chancellor during Hannover Messe 2015. The new study being undertaken by the EOI Berlin will follow the similar methodology and will reflect the same quality and structure as the previous study.

**The objective of this study is to promote business collaborations between India and Germany in the aforementioned sectors and also help transfer technical expertise in these fields to Indian stakeholders drawing upon the experience of Germany.** Keeping this in mind, EOI Berlin's endeavour in the Study shall be to present the market landscape and potential in India in the relevant sectors, highlight the German expertise in the same sectors including best practices and models worthy of emulation.

The study is intended to strengthen the existing Indo-German cooperation and be helpful to the Governments and to businesses on both sides. The report intends to introduce the Indian industry directly to the technologies, know how and expertise available in Germany and act as a resource base for India's State Governments and local bodies. The Study is also intended to support Prime Minister's Swachh Bharat (Clean India Mission), Ganga Rejuvenation, Green India and Smart Cities Programmes.

The Study shall be prepared by the Consultant selected by EOI Berlin for the purpose. The Consultant shall prepare the study not only based on the information available in the literature but also by procuring inputs from various relevant Indian and German stakeholders such as the industry associations in India, companies, industry associations in Germany (German Water Partnership, ReTech, BDE, GIZ, KfW, IGEF etc.) as well as concerned research and academic

institutions from India and Germany. The Embassy would facilitate contacts to the concerned stakeholders including government bodies both in India and Germany for the purpose of obtaining inputs for the study.

## 1.2 Objective of the RFP

The objective of this RFP is to engage a Consultant who will independently conduct the study (by doing an in-depth market and technology analysis of the identified sectors) and to undertake the task of preparing and putting together this Report on behalf of the Embassy of India, Berlin. It shall follow up with all the stakeholders, primarily which have been consulted by the Embassy in preparation of the Study to obtain inputs and make the Study participatory and broad-based. It shall bring the insights and experience within the German and Indian industry landscape to help explore the potential for cooperation.

## 1.3 Selection Criteria for the Consultant

Selection of the Consultant shall be through a single stage selection process based on the technical proposal submitted as per the scope of work specified in the RFP and by using the **Cost Based Selection (CBS) system**.

## 1.4 Documents Included in the RFP

The RFP includes the following documents

Section 1	Letter of Invitation
Section 2	Scope and Methodology of the Study
Section 3	Qualification Criteria and Selection
Section 4	Instructions to Consultants

## 1.5 Schedule for Submission of the RFP

Despatch of RFP Document / Availability on website of EOI Berlin	7 <sup>th</sup> October, 2015
Proposal Submission Date	28 <sup>th</sup> October, 2015 (1700 hrs)
Evaluation of Proposals for shortlisting the Consultant	29-30 <sup>th</sup> October, 2015
Opening of financial bids	2 <sup>nd</sup> November, 2015 (at 1100 hrs)
Negotiations with the selected Consultant & Signing of the Contract	During first week of November 2015

## 1.6 Address for communication

All communications related to this RFP including the submission of the Proposal shall be addressed to:

Mr. P.S. Gangadhar  
First Secretary (Economic & Commercial)  
Embassy of India  
Tiergartenstrasse 17  
10785 Berlin  
Tel: 030 – 25759668  
Fax: 030 – 25795520  
E-mail: [counsellor.commerce@indianembassy.de](mailto:counsellor.commerce@indianembassy.de)

## Section 2: Scope & Methodology of the Study

**2.1 The scope of work in terms of the sectors to be covered in the study are given below**

Energy	<p>Renewable Energy <i>(Wind, Hydro, Geothermal, Photovoltaic, Solar Thermal Energy, Solar Thermal Power Plants, Biogas, Solid Biomass, Storage &amp; Grid technology)</i></p> <p>Energy Efficiency <i>(Industry, Buildings, Transport, E-Energy)</i></p>
Water	<p>Integrated Water Resource Management</p> <p>River monitoring and river rehabilitation</p> <p>Water supply systems for small settlements in rural areas</p> <p>Water Quality Monitoring</p> <p>Solutions for elimination of arsenic &amp; toxics</p> <p>Urban Waste Water Treatment</p> <p>Waste water for small settlements,</p> <p>Energy recovery from wastewater and organic residues.</p> <p>CETPs</p> <p>Water legislation</p> <p>Benchmarking of standards for technologies for treatment of water and reuse of waste water</p>
Waste Management	<p>Municipal Solid Waste</p> <p>Industrial Waste</p> <p>E-Waste</p> <p>Construction and demolition waste</p> <p>Hazardous Waste</p> <p>Land Fills</p> <p>Material Recovery</p> <p>Waste to Energy</p> <p>Circular Economy</p>
Skill Development	Across the three sectors

**2.2 Taking into account the sectors identified in section 2.1, the study shall present the following aspects**

2.2.1 **The market conditions and market potential in India for the sectors** including the size of market, growth potential, growth drivers, public and private investments, existing regulatory framework (at central, state and local levels), incentives, taxation (direct & indirect), business opportunities, nature of commercial contracts, challenges and best practices.

2.2.2 **Expertise of Germany & German industry in the relevant sectors** including industry strengths vis-a-vis global competitors, key technologies relevant for India, details of major industry players, industry networks, R&D and academic institutions etc. with a view to facilitate business collaborations between the two countries. (GWP has agreed to make a contribution to the study by way of providing contents on the expertise of Germany in the water sector.)

2.2.3 **Present examples of best practices, success stories, successful models in the above sectors in Germany** with a view to appraise the Indian stakeholders, particularly the key decision makers in government bodies in India for replication of similar models in India.

2.2.4. **Present one or two case studies from Germany** in the above sectors (EOI Berlin will get the case studies prepared by third parties for the study and the Consultant undertaking the study is only required to integrate these case studies into the overall framework of the Study).

2.2.5. Based on the Indian market assessment and German expertise, the Study shall **identify the priority areas that hold maximum potential for collaboration between the two countries and also bring out the current challenges that are limiting the maximisation of the potential** in the above sectors.

2.2.6. **Make recommendations and prepare a road map** for enhancing the bilateral collaboration in the above sectors.

2.3. Recommended sections and tentative volume of each segment in the Study.\*

Section I Introduction (5-7 pages)

Section II Indian Market Conditions & Potential (30-35 pages)

Section III German Expertise (30-35 pages)

Section IV Case Studies (10-20 pages)

Section V On-going Bilateral Collaborations including existing bilateral mechanisms (4-5 pages)

Section VI Opportunities & Challenges (8-10 pages)

Section VII Road Map (5-7 pages)

**Total: 100-120 pages**

\*The framework provided in 2.3 is only suggestive and the consultant could recommend better structure and content presentation format which EOI Berlin will be open to consider.

2.4 The nature, quality and structure of the Study will be similar to the previous study undertaken by EOI Berlin i.e., "**Prospects for Indo-German Collaboration on High Technology Manufacturing**" which was released by the Prime Minister of India with German Chancellor during Hannover Messe 2015. The Consultant may keep the 'High technology manufacturing study' as a reference point for the current study, as EOI expects the Consultant to follow similar methodology, structure to bring out the same quality study as that of the previous study on high technology manufacturing.

2.5 The editorial team for the study will consist of duly authorised representative of the EOI Berlin and the Consultant.

## 2.6 Publication of the study and its release:

The publisher of the study will be EOI Berlin which will have full and exclusive rights over the contents of the study. The contributing agencies to the study will be duly acknowledged in the study and their logos will be used in the final publication as decided by EOI Berlin. EOI Berlin will identify a suitable occasion to get the study released with a view to attract good visibility and publicity for the study. This could be done either during a major business event or during the visit of VIPs/dignitaries.

## 2.7 Period of Engagement & Duration of the Study:

The engagement of consultant would begin from the date of award of the work to the Consultant and would last until the publication of the Study. The award of the Study will be during the beginning of November 2015 and the scheduled completion of the study is before March 2016, subject to the consultant completing all the work relating to the study by that time. Therefore, the envisaged duration for the Study is from November 2015 to March 2016.

## 2.8 Monitoring:

To ensure preparation of the study as per the guidelines mentioned in this RFP and its timely completion, the consultant shall present to EOI Berlin the detailed plan for undertaking the Study. After commencement of work, Consultant shall report to EOI Berlin weekly/fortnightly status report on the progress of work and participate in monthly review meetings to be held either at the premises of the consultant or at EOI Berlin, as mutually agreed by both parties.

## 2.9 Follow up to the study:

Following the publication of the study, EOI Berlin will present the results of the study during the seminars/workshops to be organised by it. The Consultant shall be given the opportunity to present the results of the study during these workshops/seminars.

## 2.10 Terms of Payment

Payment of the agreed lump-sum fees as agreed in the contract with the Consultant will be done in phases after completion of different stages in work.

Duration	Payment	Tentative Timelines
Phase I: After submission of detailed plan and preliminary overview of the Study including sections on Indian market conditions, German expertise / technology levels in the sectors identified for the study (Section II and III of the Framework of the Study)	25% of the fee	<b>Before end November 2015</b>
Phase II: After satisfactory completion of interviews/consultations with key companies, stakeholders to obtain feedback on the market opportunities and challenges for companies; completion of the ongoing Indo-German cooperation in the identified sectors; compiling contributions from others including Case Study.	25% of the fee	<b>Beginning of January 2016</b>
Phase III: After submission of first draft of the	25% of the fee	<b>Early February 2016</b>



report for review by the Embassy including the roadmap and recommendations, contributions by third parties and incorporation of the suggestions proposed by EOI Berlin during the review meetings.		
Phase IV: Upon presenting the final Study to EOI Berlin.	25% of the fee	<b>By mid-March 2016</b>

### **Section 3: Selection of the Consultant**

#### **3.1 Qualifying criteria for the Consultant shall be based on the following:**

- Focus of the Consultant on environment technologies (water, waste, energy and skill development in these areas) and facilitating Indo-German cooperation in these sectors within the entire service portfolio of the company.
- Number of years of experience as a Consultant in the above fields.
- Size of the organisation in Germany and India including number of employees, number of branches and established networks in Germany and India.
- Financial Strength
- Number of team members including senior level staff which the Consultant company is willing to dedicate (both full time and part time) for this Study
- Prior References of similar work in the areas that are the focus of the current study.
- Quality of the proposal for study. (details of scope, methodology, research etc.)

#### **3.2 Methodology for shortlisting of consultants**

The Evaluation Committee duly consisted by EOI Berlin shall shortlist the consultants based on the following criteria

<b>S. No.</b>	<b>Deciding</b>	<b>Description</b>	<b>Points allotted</b>
1.	Firm size and experience	Number of years in operation, presence in India and Germany, number of employees, turnover and expertise in consulting	20
2.	Previous work performed/publication covering the sectors that are the focus of the study	Details of past work carried out by the Consultant including publications in the area of water, waste and renewable energy with particular reference to India and Germany	30
3.	Key personnel to be deployed for the study	Number of senior, mid-level and junior staff/consultants to be designated for preparing the study including their experience in the relevant fields	20
4.	Methodology, scope and approach for the study	Details of the methodology to be adopted, overview of the proposed study, research approach and content presentation format, innovative/new ideas presented.	30
		<b>Total Score</b>	<b>100</b>

The consultants shall submit their proposals taking into account the details sought/required as per the above table. Proposals not containing relevant information that are essential for carrying out the assessment shall not be considered for qualification. The minimum qualifying marks for selection is 50 points.

### **3.3 Financial Bids**

The consultant shall submit financial bids separately in sealed envelopes for undertaking the work as specified in section 2 of the RFP. The cost submitted shall be exclusive of the cost of printing of the Study which shall be undertaken by EOI Berlin separately. While arriving at the cost the consultant may keep in mind the contributions being made by third parties to the Study and thereby accordingly submit their financial bids. Financial bids of only those consultants who have obtained the minimum qualifying marks shall be opened on 2<sup>nd</sup> November, 2015 at 1100 hrs at EOI Berlin. The consultant shall have the option to be present during the opening of financial bids.

## **Section 4: Instructions to Consultants**

### **4.1 Proposal submission Process**

#### **4.1.1 General Terms of Proposal Submission**

The Consultant should bear all the costs associated with the preparation and submission of his/her proposal and EOI Berlin will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the selection process.

The proposal is to be submitted in English language. Two copies of the Technical proposals are to be submitted, one in original duly signed by the competent authority and the other a copy thereof. The Consultant is also required to submit a soft copy of the proposal documents in a USB stick. One hard copy of the financial bids would suffice and no soft copy of the financial bid is necessary.

The proposal should be signed by an authorised person of the company of the Consultant.

The proposals submitted should preferably not bear any corrections, alterations, over writings and additions. In such cases, the person/s signing the proposal should authenticate such corrections.

Failure to furnish information required by the RFP or submission of a proposal not substantially responsive to the RFP in every respect will be at the Consultant's risk and may result in rejection of the proposal.

Any or all the proposals may be accepted or rejected, in full or in part, without assigning any reason whatsoever.

EOI Berlin may, at its discretion, abandon the process of the selection associated with this Request for Proposal (RFP) anytime before notification of award.

The proposals will be evaluated by an Evaluation Committee set up by EOI and the decision of the Committee shall be final. The EOI may decide to engage one or more Consultants for the Study under its own discretion.

The proposals including technical and financial would be deemed to be irrevocable offers from the Consultant and may, if accepted by EOI Berlin, form the basis for the Engagement Agreement between EOI Berlin and Consultant.

The proposals cannot be modified after the closing date. However, the Consultant may modify or withdraw its proposal after submission but prior to the closing date and time.

EOI Berlin reserves the right to accept or reject any and all proposals, to revise the RFP, to request one or more re-submissions or clarifications from one or more Consultants, or to cancel the process in part or whole. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP and subsequent presentations and Engagement Agreement negotiation processes.

The Consultants submitting the proposals should note that they should abide (in true intent and spirit) by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the Consultants, such proposals may be disqualified and may not be considered for the selection process.

The RFP and all supporting documentation/templates are the sole property of EOI Berlin.

By submitting a signed proposal, the Consultant certifies that:

- The Consultant has arrived at the prices in its proposals without agreement with any other Consultants of this RFP for the purpose of restricting competition.
- The prices in the proposals have not been disclosed and shall not be disclosed to any other Consultant of this RFP.
- No attempt by the Consultant to induce any other Consultant to submit or not to submit a proposal for restricting competition has occurred.

EOI Berlin is not responsible for any assumptions or judgments made by the Consultants for arriving at any type of sizing, service fee structure, etc.

The Consultant represents and acknowledges to EOI Berlin that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP.

EOI Berlin reserves the right to make any changes in the terms and conditions of this RFP. EOI Berlin will not be obliged to meet and have discussions with any Consultant, and / or to listen to any representations.

The Consultant is responsible for managing the activities of its personnel and will be accountable for both its own activities and those of its personnel.

#### **4.1.2. Single Stage selection process**

For the purpose of selection of the successful Consultant, a single stage selection process will be followed.

The proposal enclosing documents of proof wherever necessary and any other collateral the Consultant would want to submit to EOI Berlin, is to be submitted in a single part in a sealed cover.

The consultants meeting the minimum qualifying criteria will be shortlisted and their financial bids will be opened. The consultant quoting the lowest offer shall be invited for negotiation and subsequent award of work.

#### **4.1.3 Right to accept / reject any applications**

EOI Berlin reserves the right to accept or reject any or all applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

#### **4.1.4 Amendment of RFP document**

- At any time, prior to the deadline for submission of Applications, EOI Berlin either on its own or on request of the Consultants may amend the RFP documents by issuing addendum or addenda. These addenda shall be posted at the website of EOI Berlin and shall be treated as a part of the RFP Documents.
- EOI Berlin may, at its discretion, extend the deadline for the submission of proposals.

#### **4.2 Conflict of Interest**

The Consultant and its affiliates shall not engage in activities that conflict with the interest of EOI Berlin. The Consultant shall not receive any remuneration in connection with the assignment from any party.

#### **4.3 Preparation of the Technical Proposal**

##### **4.3.1 Instructions related to the Technical Proposal**

The Proposal should furnish the following information, as per para 3.1 of Section 3.

- Brief profile of the organization/firm.
- Relevant experience of providing effective and efficient consultancy in the areas identified in the study. Summary of case examples/similar work undertaken earlier to be furnished.
- Details regarding the size of the company, presence in India and in Germany and other countries; service portfolio; and financial strength.
- Brief CVs of the Key Personnel who will be responsible for preparing the Study and coordinating it with the Embassy.
- Proposal for the undertaking the study including the methodology, research, structure of the study etc.

The suitability of the Consultant for undertaking the job will be decided on the basis of overall capacity of the organization, relevant experience in similar field, capabilities and experience of professionals selected for taking up the task, quality of the proposal and cost submitted.

Failure to comply with the prescribed requirements for evaluation of the proposals shall make the proposal liable to be rejected.

If EOI Berlin wishes to extend the validity period of the proposal, it may ask the Consultant to extend the validity of their proposal for a stated period. Consultant, who do not agree, have the right not to extend the validity of their proposals.

#### 4.3.2 Instructions related to Financial Bid

In preparing the financial proposal, consultants are expected to take into account the various requirements and conditions stipulated in this RFP document. The Financial Bid should be in the form of a lump-sum quote as professional fees which the consultant would charge EOI Berlin for the entire Study inclusive of all the costs including taxes, applicable service tax, travel costs, if any, associated with the Study etc. **The maximum bid value shall not exceed Euro 40,000/- (Euro Forty Thousand Only) inclusive of all taxes.** EOI Berlin will not reimburse any other expenses other than what is quoted as lump-sum fee in the Financial Bid.

The Financial Bid shall be only in Euros. The total amount indicated in the financial proposal shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Bid, it shall be considered non-responsive and liable to be rejected.

For the purpose of clarification, it is clarified that the consultant will mention the net cost and the VAT thereof. The EOI Berlin will only be responsible for reimbursing the net cost plus VAT quoted in the financial proposal. Consultants must do their due diligence about the tax implications and the EOI Berlin will not be liable for any tax incident other than the applicable VAT.

If EOI Berlin wishes to extend the validity period of the financial proposals, it may ask the Consultants to extend the validity of their proposals for a stated period. Knowledge Partners, who do not agree, have the right not to extend the validity of their proposals.

#### 4.4.1 Submission, Receipt and Opening of Proposals

The Proposal (Technical and Financial bid) shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialled by the person or persons who sign(s) the Proposal.

The Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal for the Study "Report on New Frontiers for Indo-German Partnership in Green and Clean Technologies" and marked "Do not open except in presence of the Evaluation Committee." The final bid should be placed in a sealed envelope clearly marked "Financial bid – Report on "New Frontiers for Indo-German Partnership in Green and Clean Technologies". All envelopes shall be placed into an outer sealed envelope bearing the submission address and marked "Technical Proposal and Financial Bid" – Do not open except in presence of the Evaluation Committee".

#### 4.4.2 Proposal Submissions

Outer Envelope	Technical Proposal + Financial Bid
Technical Proposal	Technical Proposal (separately sealed envelope)
Financial Bid	Financial Bid (Separately sealed envelope )

#### **4.4.3 Submission Address:**

Mr. P.S. Gangadhar  
First Secretary (Economic & Commercial)  
Embassy of India  
Tiergartenstrasse 17  
10785 Berlin, Germany  
Tel: 030 – 25759668  
Fax: 030 – 25795520  
E-mail: counsellor.commerce@indianembassy.de

The completed Technical and Financial bids must be delivered at the submission address on or before the proposal Submission Date of 28<sup>th</sup> October 2015 before 5:00 PM. Any Proposal received after the closing time for submission of proposals shall be returned unopened.

After the deadline for submission of proposals the Proposal shall be opened by the Evaluation Committee set up by EOI Berlin to carry out the evaluation.

**4.4.4 Withdrawal of Proposals:** No modification or substitution of the submitted Proposal shall be allowed after the due date for submission of proposals. A Consultant may withdraw its Proposal after submission, provided that the written notice of the withdrawal is received by EOI Berlin before the due date of submission of Proposals. In case a Consultant wants to re-submit their Proposal, the Consultant shall submit a fresh Proposal, following all the applicable terms and conditions prescribed in this RFP.

#### **4.5 Evaluation of Proposal**

##### **4.5.1 General**

The proposal shall be first evaluated on the basis of its response to the information documents sought in the RFP document. In case of any material deficiencies in providing the information/ documents in the proposal and in case any assumption or condition is indicated in the proposal, it shall be considered non-responsive and liable to be rejected.

After the submission of proposal till the selection of the Consultant, if any company/firm wishes to contact the EOI Berlin on any matter related to its proposal, it should do so in writing at the proposal submission address mentioned above. Any effort by the firm to influence the EOI Berlin during the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.

##### **4.5.2 Evaluation of Proposals**

The Evaluation Committee appointed by EOI Berlin will carry out the evaluation of proposals on the basis of their responsiveness to the RFP and select the consultant based on the proposal submitted and the cost quoted therein as per the details provided in Section 3 of the RFP.

#### **4.6 Negotiations**

Negotiations will be held with the selected Consultant. The aim is to reach agreement on all points of the draft Engagement Agreement with the Consultant. If negotiations fail, the EOI Berlin will invite the firm that had made the second best offer for negotiations.

#### **4.7 Award of the Engagement Agreement**

The Engagement Agreement will be awarded to the selected Consultant/s following negotiations. After negotiations are complete, the EOI Berlin will promptly notify other Consultant/s that they were unsuccessful.

#### **4.8 Corrupt or Fraudulent Practices**

EOI Berlin requires that Consultants under this Engagement Agreement observe the highest standard of ethics.

EOI Berlin will reject a the proposals for award of consultancy work, if it has determined that the Consultant recommended for award has engaged in corrupt or fraudulent practices in competing for the Engagement Agreement in question.

#### **4.9 Confidentiality**

The selected Consultant for the consultancy services may have access to some confidential information for the purpose of conducting the Study. The Consultant shall take all precautions necessary to keep the information totally confidential and under no circumstances it will be disclosed to any third party or competitors, which shall otherwise render himself liable for disqualification/premature termination of the Engagement Agreement apart from other legal action as may be warranted for any laxity on his part. EOI Berlin is entitled to be indemnified by the selected Consultant for any loss/damage to reputation and / or for any breach of confidentiality.

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