

# RFI 5\_24

## 1. INTRODUCTION

Eleport is the one of leading Charging Points Operator in CEE region and supports the growing demand for sustainable transportation solutions. As part of our ambitious expansion plans, we aim to add plenty of new charging points to our existing network, significantly increasing our charging capacity to over 1000 charging stations by 2027 in Baltics, Poland, and others CEE countries.

This Request for Information (RFI) serves as an initial step in our procurement process, aimed at gathering comprehensive insights into the available options and capabilities of customer service operations by partnering with a qualified outsourcing provider. The outsourcing partner will handle customer support, including phone and email inquiries, in multiple languages, across existing and future markets. Services will include first-line troubleshooting, billing support, and issue escalation via integrated systems like Jira. The expected volume of interactions to be handled includes approximately 1 000 calls and 500 emails across all markets monthly. We anticipate that these figures will grow in alignment with the continued expansion of the Eleport charging network. The focus is to achieve scalability, cost-efficiency, and consistent service quality across markets.

## 2. BUYER:

Eleport OÜ  
Harju maakond, Tallinn,  
Kristiine linnaosa, A. H. Tammsaare tee 47, 11316  
EE101879088

## 3. DOCUMENTS TO BE SUBMITTED

- 3.1 Suppliers shall include the following documents in their quotation:
  - 3.1.1 Appendix 1\_RFI\_5 duly completed (signed pdf and excel files) and attachments indicated in Appendix 1
  - 3.1.2 Company Registration certificate (like KRS) with Ultimate Beneficial Owner
  - 3.1.3 ISO 27001/27701 certificates
  - 3.1.4 References - case studies or testimonials from similar projects

## 4. METHOD OF SUBMISSION

- 4.1 Suppliers are requested to submit the filled Appendix 1\_RFI\_5\_24 via email to [offers@eleport.com](mailto:offers@eleport.com) by the deadline of January 20 2024 at 4:00 pm (CET).
- 4.2 The subject line of the email should be titled "*Supplier name*\_RFI\_5\_2024".



- 4.3 Responses should be provided in PDF and Excel formats - include all requested information outlined in the Appendix 1\_RFI\_5\_24.

## 5. GENERAL INFORMATION

- 5.1 Should any further inquiries or questions arise during the preparation of the response to the RFI, please direct them electronically to the following email addresses: [offers@eleport.com](mailto:offers@eleport.com)
- 5.2 Requests for clarification from Suppliers should be submitted by January 9 2025 at 4:00 pm (CET). Responses will be published on the Eleport company website on January 13 2025.
- 5.3 Quotations shall be provided in English.
- 5.4 Quotations shall be quoted in EURO.
- 5.5 Validity of the quotation shall be minimum 4 months.
- 5.6 Eleport is required to maintain strict confidentiality regarding any information disclosed or exchanged during the procurement process, including bid details, pricing information, technical specifications, and any other sensitive data provided to Eleport.
- 5.7 Eleport reserves the right to invite selected Suppliers to individual meetings at the Eleport HQ.
- 5.8 Participation in the RFI doesn't obligate the Supplier to submit an quotations in future proceedings.
- 5.9 Eleport reserves the right to terminate the RFI at any stage, without the obligation to provide justification.
- 5.10 In case of incompleteness or identified irregularities in the quotations, Eleport will request correction of the documents within 3 business days.
- 5.11 Eleport reserves the right to contact the Supplier electronically in case of any doubts regarding the content of the quotation.

## 6. THE TIMELINE

**23.12.2024** – RFI announcement

**09.01.2025** – The deadline for asking questions to RFI

**13.01.2025** – Eleport's answers publication

**20.01.2025** – The deadline for submitting the quotation

**28.02.2024** – Final decision

## 7. CONTACT PERSON

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tel: +372 5556 4328

## 8. APPENDIX

- 8.1 Appendix 1\_RFI\_5\_24