

# Request for proposals

**Multiple-vendor selection for organisations offering  
Technical Content Development**

**EIT InnoEnergy**

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## 2. **Overview of EIT InnoEnergy**

EIT InnoEnergy is a European company fostering the integration of education, technology, business, and entrepreneurship and strengthening the culture of innovation. The challenge is big, but our goal is simple: to achieve a sustainable energy future for Europe. Innovation is the solution. New ideas, products and services that make a real difference, new businesses, and new people to deliver to market. At EIT InnoEnergy we support and invest in innovation at every stage of the journey – from classroom to end-customer. With our network of partners, we build connections across Europe, bringing together inventors and industry, graduates, and employers, researchers, and entrepreneurs, businesses, and markets.

We work in three essential areas of the innovation mix:

- Education to help create an informed and ambitious workforce that understands the demands of sustainability and the needs of industry.
- Innovation Projects to bring together ideas, inventors, and industry to create commercially attractive technologies that deliver real results to customers.
- Business Creation Services to support entrepreneurs and start-ups who are expanding Europe's energy ecosystem with their innovative offerings.

Bringing these disciplines together maximises the impact of each, accelerates the development of market-ready solutions, and creates a fertile environment in which we can sell the innovative results of our work.

For more information about our company please visit the following website:

<http://www.innoenergy.com/about-innoenergy/>

## 3. **Scope of work**

The InnoEnergy Skills Institute (IESI) is a newly founded public-private education business line to support the transformation of European industry towards an electrified and green future, funded by the European Union (EU).

IESI has an existing portfolio of battery training programmes, mostly online but also as blended courses. Most of these programmes have been designed for higher education levels and engineering target audiences. The programmes cover topics on the entire battery value chain; from raw materials for battery production to battery and electricity basics, from battery technologies and battery system components to different battery-based applications such as mobility, grid support, and electrification of industry, from technological innovations to new business models supporting the energy transition.

### **Framing the Technical Content Development Services collaboration EIT InnoEnergy is looking for in this RFP**

EIT InnoEnergy is looking for one or more partners internationally to lead in the development of Technical Content design and creation. We are looking for partners with a proven track record in providing subject matter expertise for developing technical content and in the production/creation of content. We are looking for partners who can deliver a professional service, delivering with high quality, and who can help us to shorten delivery deadlines for courses to our customers.

Technical content creation services are required for **any** of the following subject areas:

- Battery Energy Storage
- Photovoltaics/Solar Energy
- Green Hydrogen

#### Service Description: Technical Content Development Services

- Subject Matter expertise
- Learning Design & Development
- Media and Course Production

More than one vendor may be selected.

#### Contract duration and terms

The contract's duration is 24 months. In case the budget coverage for future support for the services presently tendered, plus the continuing need for the services provided by the tenderer, EIT InnoEnergy intends to extend the contract with the winner/s of the present supplier selection process with another 24 months. The contract extension will be done through a direct award procedure. This extension is subject to financial coverage and high-quality performance of the contractor and continuous need for the services, but this does not bind EIT InnoEnergy to carry out an extension.

#### Operational Execution

Work will be executed on a project-by-project basis. Clear expectations and milestones (with a system to track these) will be agreed to at the beginning of each project. The nature of the operational execution (e.g., cadence of regular meetings) will vary depending on the size of the individual projects.

#### Notes about the LOT(s)

It is compulsory for all tenderers to submit an offer for A: Subject Matter Expertise, Learning Design Development – LOT 1 in this RFP. Thereafter the tenderer may choose to submit an offer for component B: Media & Course production – LOT 2. Please indicate clearly which components/LOT(s) you will be participating in. Selected vendors will be assigned work on a project by-project basis, depending on their availability, expertise, and expected delivery time for each service call. The contract will be a framework agreement with each of the awarded tenderers. EIT InnoEnergy cannot commit to a minimum volume of work, neither in time spent on the services, nor in compensation paid.

## A. Subject Matter Expertise, Learning Design & Development – LOT 1

EIT InnoEnergy Activity	<p>Subject Matter Expertise, Learning Design &amp; Development services will be outsourced to the Partner on a per project basis.</p> <p>EIT InnoEnergy will offer guidance solely on the overarching theme of the course. Detailed guidelines, such as learning objectives, personas, or course outlines, will <b>not</b> be provided by EIT InnoEnergy; rather, it is the responsibility of the Partner to articulate, define and develop the detailed course plans for InnoEnergy's review and approval.</p>
Partner Activity	<p>Responsibilities pertaining to Subject Matter Expertise, Learning Design, and Development services encompass the creation of a comprehensive course blueprint. This pre-production document incorporates all essential information required for constructing a fully functional online course, encompassing assessment and certification prerequisites.</p> <p>Deliverables should include:</p> <ul style="list-style-type: none"> <li>• <b>Learner Personas and Skills Cards:</b> Development of learner personas and associated skills cards aligned with industry needs and trends.</li> <li>• <b>Learning Outcomes and Objectives:</b> Establishment of programmatic, course, and lesson-level learning outcomes and objectives, identifying crucial and relevant skills tailored to specific job requirements.</li> <li>• <b>Content Structure:</b> Design of the overall content structure, outlining course components and their arrangement.</li> <li>• <b>Detailed Lesson Blueprint:</b> Creation of a comprehensive textual plan for each lesson, encompassing all relevant written content, image descriptions, graphics, video briefs etc.</li> <li>• <b>Associated Documents:</b> Inclusion of all relevant documents containing course content, such as video scripts, presentation content, reading materials, case studies, and digital media asset briefs. Ensuring accessibility, alt text and descriptions follow CAST/508 standards.</li> <li>• <b>Assessment Content:</b> Development of all assessment content, both formative and summative, aligning with occupational profiles and competency skills.</li> <li>• <b>Assessment Rubrics:</b> Designing clear and comprehensive assessment rubrics to facilitate effective evaluation.</li> </ul>

## C. Media & Course Production – LOT 2

EIT InnoEnergy Activity	<p>Media and Course Production services will be outsourced to the Partner on a per project basis.</p> <p>Support in the form of branding guidelines, SME assistance for lecture videos, visual storyboards for media asset creation, client review and any additional input as required will be provided.</p>
Partner Activity	<p>Deliverables should include:</p> <ul style="list-style-type: none"> <li>• <b>Production setup:</b> Establishment of visual and textual style guides, including tools, templates, illustrations, and other essential items.</li> <li>• <b>Digital media assets:</b> Creation of diverse digital media assets, including interactives, animations, videos, motion graphics, visual presentations, and simulations created using a versatile set of authoring tools such Articulate Storyline, H5P, HTML to ensure a dynamic and engaging learning experience.</li> <li>• <b>Project files:</b> All raw project files required to perform ongoing maintenance of the content, including but not limited to original graphics, video and audio project files.</li> <li>• <b>Output file:</b> Provision of an output file containing the fully functional online course. The course will be formatted in either SCORM or any other specified LMS compatible format.</li> </ul>

## 4. Proposal Process

### 4.1. Participation

- Participation in this proposal procedure is open to all tenderers.
- All participants must sign the Tenderers' declaration form attached and submit it with the proposal. Note that the tenderer may not modify the text; it must be submitted signed as provided by EIT InnoEnergy attached to the request for proposal document.

#### 4.2. *Submission of proposal*

	DATE (Calendar dates)
RFP website publication	8 January 2024
Deadline for requesting clarification from EIT InnoEnergy	15 January 2024
Deadline for submitting proposals	5 February 2024
Intended date of notification of award	12 February 2024
Intended date of contract signature	19 February 2024

Proposals must be emailed in **English** to the following address to:

**Contact name:** for the attention of Mrs. Katja Trued

**E-mail:** [katja.trued@innoenergy.com](mailto:katja.trued@innoenergy.com)

**The proposal shall contain:**

- **the technical response to the service requested (point 3). Please include in your response the information indicated in Annex 3.**
- **the financial offer (the price for the services.)** The Financial offer must be presented in Euro. Prices must be indicated as net amount + VAT. **Please structure your financial offer in line with the requirements in Annex 4.**
- **an indication of supplier's insurance coverage.** The proposal must specify whether the supplier has taken out a company liability insurance and/or professional liability insurance including the maximum amount of coverage in Euro per event per insurance.

Responses should be concise and clear. The tenderer's proposal will be incorporated into any contract that results from this procedure. Tenderers are, therefore, cautioned not to make claims or statements that they are not prepared to commit to contractually. Subsequent modifications and counterproposals, if applicable, shall also become an integral part of any resulting contract.

The tenderer represents that the individual submitting the natural or legal entity's proposal is duly authorized to bind its entity to the proposal as submitted. The tenderer also affirms that it has read the instructions to tenderers and has the experience, skills, and resources to perform, according to conditions set forth in this proposal and the tenderers' proposal.

Tenderers are requested to submit their proposal together with the filled-out Tenderers' declaration form (see point 4.1).

#### 4.3. *Validity of the proposals*

Tenderers are bound by their proposals 90 days after the deadline for submitting proposals or until they have been notified of non-award.

The selected winner must maintain its proposal for a further 60 days to close the contract.

Proposals not following the instructions of this Request for Proposal can be rejected by EIT InnoEnergy.

#### 4.4. *Requests for additional information or clarification*

The request for proposal should be clear enough to avoid tenderers having to request additional information during the procedure. In case the tenderers need additional information or clarification, please address it to the address below. **All information requested or answered may only be done through written communication – email only. All questions should be sent before the deadline for requesting clarification as specified in 4.2. In case of complex or high value procurements, EIT InnoEnergy could arrange a clarification session which will be communicated to the tenderers.**

**Contact name:** for the attention of Mrs. Katja Trued

**E-mail:** [katja.trued@innoenergy.com](mailto:katja.trued@innoenergy.com)

EIT InnoEnergy has no obligation to provide clarification.

#### 4.5. *Costs for preparing proposals*

No costs incurred by the tenderer in preparing and submitting the proposal are reimbursable. All such costs must be borne by the tenderer.

#### 4.6. *Ownership of the proposals*

EIT InnoEnergy retains ownership of all proposals received under this tendering procedure. Proprietary information identified as such, which is submitted by the tenderer in connection with this procurement, will be kept confidential.

The potential or actual supplier should accept that during the implementation of the contract and for four years after the completion of the contract, for the purposes of safeguarding the EU's financial interests, EIT InnoEnergy may transfer the proposal and the contract of the supplier to internal audit services, to the EIT, to the European Court of Auditors, to the Financial Irregularities Panel or to the European Anti-Fraud Office.

#### 4.7. *Clarification related to the submitted proposals*

After submission of the proposals, they shall be checked if they satisfy all the formal requirements set out in the proposal dossier. Where information or documentation submitted by the tenderers are or appears to be incomplete or erroneous or where specific documents are missing, EIT InnoEnergy may request the tenderer concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit. **All information requested or answered may only be done through written communication – email only.**

#### 4.8. *Negotiation about the submitted proposal*

After checking the administrative compliance of the tenderers, EIT InnoEnergy may negotiate the contract terms with the tenderers. In this negotiation EIT InnoEnergy will ask all tenderers to adjust the proposal or specific sections of the proposal within an appropriate time limit. In case of negotiation, EIT InnoEnergy shall provide further information about the proceedings and timing.



#### 4.9. *Evaluation of proposals*

The quality of each proposal will be evaluated in accordance with the award criteria below. The award criteria will be examined in accordance with the requested service indicated in Section 3 of the document and submissions must comply with requirements laid out in Annexes 3 and 4.

<b>Criteria (provide information as outlined in Annexes 3 and 4)</b>	<b>Maximum Points</b>
1. The individual requirements stated in point 3 (and submission requirements outlined in Annex 3) will be evaluated against the submitted proposals.	30
2. Experience and knowledge of proposed individuals who form part of the team.	25
3. Project implementation and processes proposed to manage projects assigned to you. This includes project management and interaction with EIT InnoEnergy for planning, delivery, quality feedback, proposed timeline, follow up and reporting.	10
4. Insurance coverage.	5
<b>Total technical score:</b>	<b>70</b>
5. Price of services	30
<b>Total financial score:</b>	<b>30</b>
<b>Total maximum score:</b>	<b>100</b>

#### 4.10. *Signature of contract(s)*

The successful and unsuccessful tenderers will be informed in writing (via email) about the result of the award procedure.

For the contract the Service Agreement in Annex 2 shall apply. Any change desired by the tenderer in the provisions contained in the body of this Service Agreement needs to be communicated to EIT InnoEnergy as part of the proposal of such tenderer. The background for this is that such desired changes need to be considered in the evaluation of the proposal of each tenderer under Liability Exposure above. Significant changes are likely to lengthen the negotiation process, making it less likely that the Service Agreement can be signed in time.

Within 5 days of receipt of the contract from EIT InnoEnergy, the selected tenderer shall sign and date the contract and return it to EIT InnoEnergy. Upon receipt, EIT InnoEnergy shall also sign and send back to the winner one signed copy. In case the winning tenderer is unable to enter into the contract within the above-mentioned time period, EIT InnoEnergy may decide to contract the second best.

#### 4.11. *Cancellation of the proposal procedure*

In the event of cancellation of the proposal procedure, EIT InnoEnergy will notify tenderers of the cancellation. In no event shall EIT InnoEnergy be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a proposal procedure, even if EIT InnoEnergy has been advised of the possibility of damages.

#### 4.12. ***Appeals/complaints***

Tenderers believing that they have been harmed by an error or irregularity during the award process may file a complaint. Appeals should be addressed to EIT InnoEnergy. The tenderers have 10 working days to file their complaints from the receipt of the letter of notification of award.

#### 4.13. ***Ethics clauses / Corruptive practices***

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

The supplier shall take all measures to prevent any situation where the impartial and objective implementation of the contract is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest ('conflict of interests'). He should inform EIT InnoEnergy immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

#### 4.14. ***Many journeys. One welcome.***

Diversity, inclusion, and equality of opportunity are core EIT InnoEnergy values. We are committed to extending the same warm welcome to everyone, whatever their personal journey. We strive to ensure every voice is heard.

We value the contribution that different viewpoints make to our business of innovation. Having a variety of perspectives at all levels also equips us to meet the needs of the diverse communities we serve.

We extend our commitment across the career cycle. We recruit people from diverse backgrounds—for example, as of 2022, we employed 39 nationalities split 50-50 male-female. We then ensure that every member of our team is involved and valued and receives equal recognition and opportunities for advancement.

In all areas of the employee experience (including recruitment, compensation and career development), and in all dealings with customers and communities, EIT InnoEnergy staff will value merit regardless of age, social status, race, colour or genetic features, disability, ethnic/social origin or national minority membership, gender, gender reassignment, sexual orientation, language, marital or partnership status, political or any other opinion, economic status, religion or spiritual belief.

Although we do not use this as a vendor selection criterion, we are interested in learning from others, and would be happy to receive anything about your Diversity values or policy that you would care to offer.

#### 4.15. ***Annexes***

*Annex 1: Tenderers' Declaration form*

*Annex 2: Draft Contract Template*

*Annex 3: Technical Proposal Guidelines*

*Annex 4: Financial requirements*