**Questions and Answers**

**Q:** Could you please specify the country of the entity that will be signing the contracts (in case we work together)?

**A:** You will find the answer in Annex 2 of the RFP documentation. EIT InnoEnergy address is John F. Kennedylaan 2, 5612 AB Eindhoven, The Netherlands

**Q:** Regarding the RFP commercial part, I would have a question for you to ensure we create the correct offers. I'm not entirely sure I understand the requirements, as shown in the screenshot.



Do you mean you are looking for three offers: small, medium, and large?

Would I then calculate the MAU for each? For example, would the small tier calculation be something like this: small tier = (1-499 MAU) + (500- 1999 MAU) + (1-9 MAU) = 2507 MAU?

**A:** We are looking forward to receiving an overview and cost calculation Monthly Active Billed Users (per Annual Billing cycle) per LOT per tier. For example, Enterprise Academy cost calculation for Small Tier (1 – 499 MAU), Medium Tier (500 – 4,999 MU) and Large Tier (5,000 + MAU). If a vendor is bidding for multiple LOTs, each LOT has to offer according to overview of the tiers.

**Q:** With regards to the e-commerce requirements, can I check if the following items are must have items, or nice to have items:

|  |
| --- |
| Integrated storefront for purchasing courses and certifications.Multiple ways of purchase including, One‐off fee vs. recurring subscription vs. “freemium” or limited‐trial models.Multiple payment gateway support (PayPal, Stripe, credit cards). Support for alternative payment methods (e.g., Apple Pay, Google Pay, direct bank transfers).Subscription management for recurring payments.Support for creating and managing promotional codes or discount coupons (percentage‐based, fixed amount, or time‐limited).Ability to bundle products/trainings.Ability to apply bulk or group discounts.Ability for the buyer to buy seats for multiple users. With License or Seat Management featuresAutomated tax calculation based on user location (e.g., VAT, GST, sales tax).Generation of professional invoices or receipts, including automated email receipts.Tiered pricing (e.g., different prices for bulk enrollments, different user segments, or membership levels).Allowing revenue split with external partners providing the course, where we can specify how revenue is split in an advanced way. And Automated payouts or “commission” calculation |

In reading the RFP document, it appears this is a must have for both the Enterprise Academy and the Open Academy, however, I wanted to check in case the e-commerce element may only be a nice to have.

**A:** With the Technical Requirements sheet we are inquiring about the ability of the vendor's platform. You can mark each line with a Yes or No and provide comments in the comment fields if you would like to clarify anything. Scorecards for each LOT are designed to score meeting technical requirements along with other important platform and vendor information. We encourage all vendors to apply and be transparent about the potential of their solution. Assumed shortcomings might be balanced with proven excellence in other scorecard items.

**Q:** First, would you be amenable to using vendor paperwork as a contractual foundation?

**A:** Vendor's ability to comply with InnoEnergy legal standards and services, as per the submitted vendor proposal, is included in the scorecard. RFP mentions that the least changes to the contract template shall receive the highest score. We advise you to be transparent about any other contractual statements to full documents you would require using. You can find the relevant RPF statement in point 4.10 on page 20 of the RFP: '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 InnoEnergy as part of the proposal of such tenderer. The background for this is that such desired changes need to be taken into account 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.'

**Q:** Second, will the respective legal teams have the opportunity to negotiate the contract documents in good faith before signature?

**A:** As per the above-mentioned point 4.10 of the RFP, there is a possibility for a negotiation process to take place: '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 InnoEnergy as part of the proposal of such tenderer. The background for this is that such desired changes need to be taken into account 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.'

**Q:** Lastly, are we expected to sign the file “Annex 2 T\_0\_2\_2 Service agreement above 15K (one-off services) 2024"?

**A:** Please refer to point 4.10 on page 20 of the RFP: '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 InnoEnergy as part of the proposal of such tenderer. The background for this is that such desired changes need to be taken into account 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.'

**Q:** Thank you for sharing the answers. With regards to the question we submitted, we would need to know if the following items are must have requirements, as it will determine if we are able to provide a response as these are items we are unable to deliver on - could you please advise if these are indeed must have requirements?

* Integrated storefront for purchasing courses and certifications.
* Multiple ways of purchase including, One‐off fee vs. recurring subscription vs. “freemium” or limited‐trial models.
* Multiple payment gateway support (PayPal, Stripe, credit cards). Support for alternative payment methods (e.g., Apple Pay, Google Pay, direct bank transfers).
* Subscription management for recurring payments.
* Support for creating and managing promotional codes or discount coupons (percentage‐based, fixed amount, or time‐limited).
* Ability to bundle products/trainings.
* Ability to apply bulk or group discounts.
* Ability for the buyer to buy seats for multiple users. With License or Seat Management features
* Automated tax calculation based on user location (e.g., VAT, GST, sales tax).
* Generation of professional invoices or receipts, including automated email receipts.
* Tiered pricing (e.g., different prices for bulk enrollments, different user segments, or membership levels).
* Allowing revenue split with external partners providing the course, where we can specify how revenue is split in an advanced way. And Automated payouts or “commission” calculation

**A:** We have created the Detailed Requirements Form as a comprehensive list of platform features that we are exploring as part of our education technology solution. We will not categorize any of the requirements as must-have or nice-to-have. We understand that meeting all the requirements might be challenging, and we kindly remind you that scoring cards include other proposal evaluation criteria besides the technical requirements. We strongly encourage you to present your platform as it is in your proposal, as we believe that every platform has unique qualities. We have prepared the scorecards with care and diligence to capture those qualities.

**Q:** As some requested information (such as Insurance information) is confidential and available upon a signed MNDA, please find MNDA attached for signature so that we may comply with InnoEnergy's request(s).

**A:** In the RFP, we request the sharing of company liability insurance information. We advise providing non-confidential details, such as the coverage included in the insurance and other general, non-sensitive information. Signing the vendor's MNDA template would require escalation to InnoEnergy's Legal team for review, which could delay the response to the RFP. Alternatively, upon request, we can share InnoEnergy's NDA template.

**Q:** The main questions have to do with the Tenderers Declaration document. So if you can clarify the following: 1. *<Please include here the title of the supplier selection procedure>*

**A:** The title of the supplier selection procedure is *Educational Technology Platforms and Solutions for InnoEnergy Skills Institute*.

**Q:** "We understand that if the information provided is proved false, the award may be considered null and void." - to which information we will refer to as to make it more precise? The information contained in our SaaS agreement?

**A:** This statement pertains to any information provided by a vendor as part of their proposal in response to this RFP.

**Q:** The RFP excel file is ready, should I proceed and send it to you?

**A:** The response to the RFP should include all the information specified in section 3.3 of the Request for Proposals. Please review this section and provide comprehensive information in a single submission. Any intended changes that the vendor would like to include in any of the Innoenergy-provided templates or annexes must be included in the proposal for transparency purposes.

**Q:** We understand that you have existing systems in place for the Skills Institute. Where are the biggest gaps between your current systems and where you want to go with the Skills Institute, as per the RFP outline?

**On** a general level, we are seeking next-generation Education Technology solutions to bridge the gaps between our current systems and our vision of building a future-ready workforce that drives innovation, competitiveness, and growth. The Detailed Requirements Form outlines the specific areas of interest to us, and we encourage you to review it thoroughly. Additionally, the RFP document provides further details. It's important to note that the focus areas vary by LOT, so please consider the unique requirements and objectives for each one. We are particularly interested in innovative solutions that can enhance our capabilities and support our mission to provide future proof educational experiences.

**Q:** The timeline between contract signature and desired go-live (Q2) is very short, except if you were to remain with your existing vendor(s). Are there any constraints that vendors need to be aware of, such as the termination of a contract with existing vendor(s)?

**A:** We are aware that extending the submission deadline to 30 April 2025 may jeopardize the Q2 2025 implementation timeline. Vendors are encouraged to include an implementation timeline that they can realistically support and to communicate transparently about it. We prioritize quality over rapid but compromised delivery. While we honor our current contractual relationships will all currently involved parties, vendors responding to this RFP should not be impacted by these existing contracts.

**Q:** Regarding the pricing information that needs to be submitted, our pricing is based on the number of unique active users of the platform within a given license year, which is common in the higher & continuing education LMS market versus in-company LXPs. I see that you have given information about the monthly active users. Could you please provide information about the **number of unique active users per year** for the platform (per lot)?

**A:** You can extrapolate the number of users per year based on the small, medium and large pricing tiers we have provided for the monthly basis.

**Q:** In your Enterprise Diagram, there is a direct link from the Enterprise Academy LXP to Customer LMS via API/SSO/LTI. However, there is also a link that runs via Rustici Content Controller. Which use cases cannot be covered by the Rustici Content Controller that should be addressed by the Enterprise Academy LXP?

**A:** If the learning technology on Client's side supports LTI integration, we are looking for possibilities to deploy direct links from Enterprise Academy to client's LMS.

**Q:** There are several functional requirements (e.g. engagement & gamification, but also skills management) that are covered by well by badging tools that are widely available on the market. Does EIT InnoEnergy currently use a badging tool? If yes, is there a reason why these requirements are not addressed through (an integration with) this existing tool?

**A:** InnoEnergy currently utilizes digital credential platforms (Accredible and EDC) to issue certificates and badges. However, we acknowledge that we are not fully leveraging all the capabilities these tools offer. We are actively exploring the implementation of new features, solutions, and integrations to enhance our use of learning technology. We encourage vendors to include references to relevant solutions and best practices in their responses, which could help us maximize the potential of our existing or new tools.

**Q:** In LOT 1, Enterprise Academy, you have requested for the solution to possess a storefront without the need for external integrations. While this is certainly possible, we see other education providers such as the other EIT institutes prefer to integrate the storefront with their own website, e.g. the [innoenergy.com/skillsinstitute](https://eur04.safelinks.protection.outlook.com/?url=http%3A%2F%2Finnoenergy.com%2Fskillsinstitute&data=05%7C02%7Cieva.lukase%40innoenergy.com%7C67fb629b4ab5448b562308dd81afbfd9%7C435e0b8676ae4629aa04b81daf18c473%7C0%7C0%7C638809314043003549%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=ADjHQji%2Fp8IpDZu%2FGMWQ%2BMG6d8KmoVQfaEsiyaSGygg%3D&reserved=0) domain. This setup has clear marketing benefits, particularly related to conversion and SEO. Are you open to this integrated storefront approach? If not, what are the reasons you prefer a standalone storefront?

**A:** The InnoEnergy Skills Institute offers comprehensive workforce upskilling solutions that extend beyond purely online training. We believe that having a standalone storefront is essential to maintaining the distinct marketing messaging of the Skills Institute. Integrating the storefront with the Institute's website could dilute this messaging and potentially confuse our target audience. Therefore, we prefer to keep the storefront separate to ensure clarity and effectiveness in our marketing efforts.

**Q:** What integrations are you planning to set up?

**A:** Vendors are welcome to derive the integrations from the Detailed Requirements Form.

**Q:** How much content are you planning to migrate / create initially?

**A:** Rough initial estimated number of courses for migration is about 80. This number can change.

**Q:** How many content creators do you have?

**A:** At the moment we mostly use external tools that can export courses into SCORM. For content creating/authoring estimate number of internal creators would be 5 individuals. This number may vary depending on the tool & use.

**Q:** If the deadline gets postponed (now 30 April 2025), does your desired implementation deadline (Q2-25) stay in place?

**A:** We are aware that extending the submission deadline to 30 April 2025 may jeopardize the Q2 2025 implementation timeline. Vendors are encouraged to include an implementation timeline that they can realistically support and to communicate transparently about it. We prioritize quality over rapid but compromised delivery.

**Q:** What are the business drivers for this initiative?

**A:** The Learning Technology RFP initiative is driven by the need to enhance the InnoEnergy Skills Institute's educational offerings through next-generation technology solutions. This effort aims to provide a comprehensive, flexible, and innovative learning environment that aligns with InnoEnergy Skills Institute's mission to prepare the global workforce for the energy transition.

**Q:** What will success be for you 1-3 years out? How will you measure it?

**A:** Success metrics include learner engagement and completion rates, improvements in skill proficiency, the number of certifications issued, and the efficiency of revenue and commission management processes. Additionally, the initiative will focus on the seamless integration of various content formats and systems, the scalability of the platform, and overall user satisfaction.

**Q:** What is the maximum concurrent user load anticipated in the next 3 years?

**A:** Please refer to the maximum number for each MAU, in each LOT, in each tier in the RFP.

**Q:** Is there a preference for hosting location within the EU, and are there specific countries that are preferred or must be avoided?

**A:** We prefer hosting within the EU/EEA, and our IT department is advising avoiding non-EU jurisdictions (especially the US) to minimize legal and privacy risks.No preferred location within EU indicated. Please share what is available in the EU from your side.

**Q:** How do you currently handle content versioning and updates across multiple platforms?

**A:** Currently we are using the version control feature in Rustici Content Controller.

**Q:** What is your current process for delivering content to client LMS systems in detail?

**A:** Currently the core mechanism for delivering content to external LMSs is via Rustici Content Controller by dispatching packages (commonly SCORM). Normally following those steps:

1. Upload or Import Content into main repository of Content Controller
2. Configure Client Account Settings
3. Add the content to Client Account
4. Generate Dispatch Packages that are shared to client
5. Client imports the dispatch packages into their LMS + Test
6. Learner launch & use the courses
7. Track & report

**Q:** Are there any specific AI tools or platforms you are currently using that we should ensure compatibility with?

**A:** Much of our internal work references M365. However, please focus on the integrations section in the respective LOT of the Detailed Requirements Form.

**Q:** What are their specific GDPR compliance requirements beyond standard regulations?

**A:** Please refer to Data Processing & Liability segment in RFP, under Useful Information for the vendors in the RFP document.

**Q:** We notice a potential timing challenge in the RFP. The contract signature is scheduled for June 9, 2025, but the desired platform launch is mentioned as Q2 2025 (which ends June 30, 2025). This leaves only three weeks from the contract signing to launch. Could you please confirm the expected implementation timeline and whether there is flexibility in the Q2 2025 launch target?

**A:** We are aware that extending the submission deadline to 30 April 2025 may jeopardize the Q2 2025 implementation timeline. Vendors are encouraged to include an implementation timeline that they can realistically support and to communicate transparently about it. We prioritize quality over rapid but compromised delivery.

**Q:** How many users are expected to use the content authoring module?

**A:** For content creating/authoring estimate number of internal creators would be 5 individuals. This number may vary depending on the tool & use.

**Q:** How many languages are required for multilingual capability, and which specific languages should be supported?

**A:** The more languages flexibility the better. Currently we have content in the following languages EN-US, EN-Europe, FR, DE, ES, PO, RO, SK

**Q:** What is your expected growth trajectory for the Open Academy in terms of user numbers over the next 3-5 years?

**A:** Target of 100k+ Learners by 2027