



Request for Proposals

Production of 4 E-Learning Courses (3 Short Free Online Courses and 1 MOOC) on making cities more healthy, attractive and sustainable

EIT Urban Mobility - Mobility for more liveable urban spaces

EIT Urban Mobility

Barcelona | 11 June 2021

Funded by the
European Union



1. Overview of EIT Urban Mobility

1.1. EIT Urban Mobility

EIT Urban Mobility, supported by the European Institute of Innovation and Technology (EIT), acts to accelerate positive change on mobility to make urban spaces more livable.

EIT Urban Mobility is an initiative of the European Institute of Innovation and Technology (EIT). Since January 2019, we have been working to encourage positive changes in the way people move around cities in order to make them more livable places. We aim to become the largest European initiative transforming urban mobility. Co-funding of up to € 400 million (2020-2026) from the EIT, a body of the European Union, will help make this happen.



*We create systemic solutions that will **move more people around the city more efficiently and free up public space.***



*We bring **all key players in urban mobility together** to avoid fragmentation and achieve more.*



*We **engage cities and citizens** from the word go, giving them the opportunity to become true agents of change.*

The Academy is the collaborative arena for lifelong learning within EIT UM.

The Academy helps to build critical capabilities for innovation and transformation. The Academy is training the next generation of urban mobility practitioners needed by the urban mobility ecosystem of the future. It will close the urban mobility knowledge gap with challenge-based training using the latest education methodologies across disciplines and sectors. The Academy programmes are intersectoral, interdisciplinary, international, and entrepreneurial.

Within the Academy, the Competence Hub offers intensive programmes on hot topics in urban mobility and transport to work with professionals from different sectors, such as project managers, engineers, city executives and entrepreneurs. These programmes are co-created by our partners in various locations in Europe. These lifelong learning initiatives use a variety of formats including light online material in a Web-TV channel, online courses (short courses and MOOCs), in-project training, and co-creation work, as well as more conventional face-to-face seminars. The Competence Hub aims to reach a total of 500,000 people per year through its online offers.

The Competence Hub provides a customized and accessible way for busy professionals - people working for city authorities, public institutions, companies, or start-ups - to learn about the latest topics in mobility and transport. It operates using a funnel model with four levels and a blended approach to learning. While the first two levels offer easy access and up-to-date knowledge for a broad audience, the third and fourth levels are more tailored and deal with specific projects or topics.

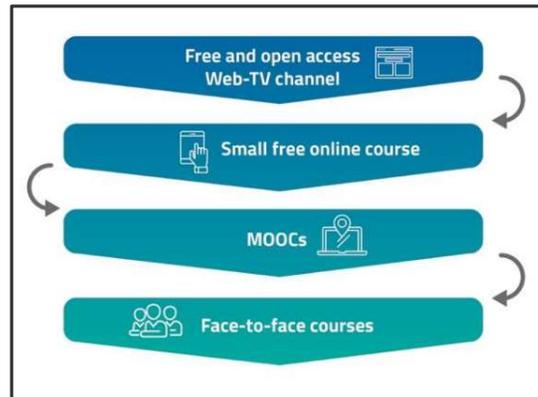


Figure: EIT Urban Mobility – The 4-level approach of the competence hub

This model enables the Competence Hub to probe new topics constantly, using the EIT Urban Mobility Academy WebTV as a base to connect with a large community of urban mobility professionals and potential learners. The four layers of the model are:

1. **EIT Urban Mobility Academy WebTV:** The WebTV is a compilation of short videos (2 to 5 minutes) produced and diffused on a regular basis. The aim of the WebTV is to connect with a high volume of urban mobility professionals from all sectors, by producing videos that provide short/introductory answers to the many questions they ask themselves when facing new professional challenges or responsibilities and try to research by browsing the internet. EIT Urban Mobility WebTV videos currently available:

https://www.youtube.com/playlist?list=PLL-kekO8_fXm9u0lYXsqSZj27-1CgeiS

2. **Short Free Online Courses (SFOCs):** The short online courses (30 minutes to 3 hours) are developed around the WebTV topics that gain most attraction or sustainable mobility topics for professionals that are not covered by existing training programmes and institutions. These courses are asynchronous and developed fully online, so that each learner can take/complete them whenever she/he wishes. These courses provide compelling introductory learning contents on important urban mobility issues, trends, tools, etc. The content is fully available for free, so that as many urban professionals as possible can benefit from these courses, discover the value that the Competence Hub can bring to them, and leverage our SFOCs to become better professionals. EIT Urban Mobility Academy Short Courses currently available:

<https://www.eiturbanmobility.eu/competence-hub/e-learning-courses-competence-hub/>

3. Massive Open Online Courses (MOOCs): The Competence Hub also offers a second category of online courses, our “MOOCs for professionals” (10 to 20 hours to fully complete, over a period of a few weeks/months). These longer and more comprehensive online trainings provide more advanced, detailed and academically rigorous content and training activities, yet maintaining a strong hands-on and applied focus that urban mobility professionals are looking for. The subjects/topics that are addressed are identified and produced based on the analysis of the knowledge gap within the urban mobility market (public and private sectors), the existing online learning solutions in the professional learning market that are already available, and the appetite/interests for certain specific topics expressed by our target audiences and current learner community. These courses allow for a deeper and more comprehensive understanding and knowledge/skills development process. EIT Urban Mobility Academy MOOCs currently available:

<https://www.eiturbanmobility.eu/competence-hub/e-learning-courses-competence-hub/>

4. Face-to-face synchronous courses: In the previous levels, the target audience of the training programmes is mainly “individual professionals” (B2C market) and most of the content produced is delivered asynchronously. In this fourth/final level of the funnel, the aim is to primarily focus on the development of synchronous courses for organisations (B2B and B2B2C markets). In some cases, synchronous programmes will/may also target individual professionals from different organisations. By leveraging our unique community of partners and by building multi-partner collaborations and partnerships which bring together cities, corporates, research institutes, and start-ups, the Competence Hub will create, develop, and probe various innovative training programmes and services that currently are not available in the urban mobility sector. By focusing on the B2B and B2B2C mobility market segments with high levels of needs/expenditure on staff training, the Competence Hub will build, test and scale custom training programmes and solutions.

2. General objectives and scope of work

2.1. General objectives

By the present procurement procedure, the EIT KIC Urban Mobility S.L. hereby being referred to as “the EIT UM” or as “EIT UM” is aiming to identify a supplier capable of developing 4 e-learning courses on the topics of making cities more healthy, attractive, and sustainable. More specifically, EIT UM wants the provider to develop 2 SFOCs on the New European Bauhaus (NEB) initiative related topics, as well as 1 SFOC and 1 MOOC on the topic of healthy cities (see section 2.2 for more specific details).

As presented in part 1 of this request for proposals, by SFOC, we mean short online asynchronous training programme, in this case of minimum 2,5 hours, to be fully completed over a weekend or a few days and addressing important issues of urban mobility. They provide an introductory understanding to a key

concept/question/challenge of urban mobility as well as practical illustrations through good-practices, interviews, debates, etc. Considering that they should be targeted at busy urban mobility professionals, they must be relevant and easy to follow. Both learning and entertainment components need to be well balanced, so the course is highly attractive and engaging. Each course should focus on one subject and aim at answering one question (e.g. What are the challenges of urban mobility? What is a superblock? What are the main challenges faced by cities when developing active mobility?).

By MOOC, we mean asynchronous training programmes which take 10 to 20 hours to complete over a period of a few weeks/months. These longer and more comprehensive online trainings provide more advanced, detailed and academically rigorous content and training activities, yet maintaining a strong hands-on and applied focus that urban mobility professionals are looking for. The MOOC should have one main – overarching – theme, which is reflected in the title of the MOOC and throughout the course, while the length of the format allows for each module to take different approaches and refer to different subjects while keeping a strong link to the main theme.

To produce these 4 e-learning courses, EIT Urban Mobility, wants to collaborate with a third-party knowledge institution (i.e., a university, a research centre etc.) that has experience in designing, developing, and delivering asynchronous e-learning courses, as well as academic/research expertise in the subjects that the different courses should address. The supplier will be responsible for the whole creation and design of the courses, from the definition of a course outline, the creation of course contents (scripts, recording of videos, other material, animations etc.), the assembling of the learning material and the uploading of the courses on the FutureLearn platform. Finally, the provider will also be responsible of operating the courses while online. While EIT Urban Mobility has an account on FutureLearn that can be used to upload and operate the course, if the selected supplier also has an account on FutureLearn or on a similar and relevant platform and wants to upload and operate the courses via that account, this may also be acceptable, provided EIT UM agrees.

The production and the delivery of the courses will be distributed over a period of 6 months between July and December 2021. The 4 courses will need to be designed, produced, published online, and made accessible to learners before end December 2021.

2.2. Detailed scope of work

The scope of work will comprise 2 different Work Packages (WP) with several working phases in each WP. EIT UM is looking for one supplier to deliver both WP.

2.2.1. Production of 2 SFOCs on topics connected to the NEB initiative (WP1)

In 2021, the European Commission launched the New European Bauhaus (NEB), an initiative aimed at transforming European cities into more sustainable, inclusive, and beautiful ones with higher social value, especially after the COVID-19 pandemic. The EIT is involved in this initiative via a Cross-KIC project which includes EIT Urban Mobility, alongside EIT Climate KIC, EIT Food and EIT Digital.

EIT Urban Mobility Competence Hub is contributing to this initiative by addressing the New European Bauhaus challenges through the delivery of two short free online courses which needs to focus on the main principles behind the New European Bauhaus Initiative (make cities more sustainable, beautiful, and inclusive) and having a Cross-KIC approach to these three main principles. This means that the 2 SFOC should fit in as many focus areas of the EIT KICs as possible, namely: urban mobility, climate, food, but also: digital, health, energy, manufacturing, and raw materials.

Within this Work Package, the scope of work will comprise the following working phases:

Preliminary Knowledge Exchange Meeting

The supplier will facilitate a discussion during a Preliminary Knowledge Exchange Meeting to further define the two courses' outline and structure to EIT UM. The supplier's academic team will present the courses' outline and structure and collect the feedback of EIT UM team. Once this preliminary knowledge exchange meeting is finalised, the supplier will send an updated course structure and outline which will have to be validated by the EIT UM Competence Hub team. If necessary, the EIT UM Competence Hub team will send its feedback to the provider and ask for an updated version. Once an agreement on both the outline and the structure is reached, the supplier will proceed with the production of the courses' script and the planning of the material which will be used in the courses.

Development and validation of the courses' script and related materials

The supplier will draft a first full course copy for each course which will consist of a detailed and proof-read script as well as information on what material will be used and how it will be used in the courses (pictures, graphs/tables, animations, interviews/videos etc.). The EIT UM Competence Team will provide its feedback to the provider and a back-and-forth will take place with the provider until an agreement is reached both on the script and the related materials which will be used in the courses.

Production of the courses

Following the validation of the courses' scripts, the supplier will prepare and produce all the related material which will be used in the courses (pictures, graphs/tables, animations, interviews/videos etc.). Before proceeding with the post-production, the supplier will send the materials to the EIT UM Competence Hub to collect its feedback, which will need to be considered before producing the final versions of all courses' materials. This revision will be carried out as a back-and-forth until an agreement is reached.

Creation of the final version of the course and final review round

The supplier will assemble the courses' scripts with the videos and related materials, so to generate one final draft of each course. A final round of revisions will be organised with EIT UM and the supplier will be in charge of implementing the resulting changes and creating the final version of the courses.

Distribution and Formal Launch

The courses will be hosted, operated, and distributed by the supplier through EIT UM Competence Hub's account on the FutureLearn platform or through the supplier's own account on FutureLearn or on a similar and relevant platform, provided EIT UM agrees.

2.2.2. Production of 1 SFOC and 1 MOOC on Healthy Cities (WP2)

EIT UM Competence Hub wants to develop 1 SFOC and 1 MOOC on the topic of healthy cities, a key focus topic for the Competence Hub and the EIT UM. In our understanding, the concept of health and healthy cities encompasses: active mobility, sustainable public transport solutions, new technologies for pollution management and improvement of liveability, tools to measure health and wellbeing in cities, relationships between health and the built and social environments, noise and pollution reduction, safety, environmental impact, greening of cities, citizen engagement for impactful interventions for the health of citizens, public policies to improve health and wellbeing in cities, etc.

Within this Work Package, the scope of work will comprise the following working phases:

Preliminary Knowledge Exchange Meeting

The supplier will facilitate a discussion during a Preliminary Knowledge Exchange Meeting to further define the two courses' outline and structure to EIT UM. The supplier's academic team will present the courses' outline and structure and collect the feedback of EIT UM team. Once this preliminary knowledge exchange meeting is finalised, the supplier will send an updated structure of both the SFOC and the MOOC as well as an outline for both courses which will have to be validated by the EIT UM Competence Hub team. If necessary, the EIT UM Competence Hub team will send its feedback to the provider and ask for updated versions. Once an agreement on both the outline and the structure of the MOOC and SFOC is reached, the supplier will proceed with the production of the courses' script and the planning of the material which will be used in the courses.

Development and validation of the courses' script and related materials

The supplier will draft a first full course copy for the MOOC and the SFOC, which will consist of a detailed and proof-read script as well as information on what material will be used and how it will be used (pictures, graphs/tables, animations, interviews/videos etc.). The EIT UM Competence Team will provide its feedback to the provider and a back-and-forth will take place with the provider until an agreement is reached both on the script and the related materials which will be used in the courses.

Production of the courses

Following the validation of the courses' scripts, the supplier will prepare and produce all the related material which will be used in the courses (pictures, graphs/tables, animations, interviews/videos etc.) Before proceeding with the post-production, the supplier will send the materials to the EIT UM Competence Hub to collect its feedback, which will need to be considered before producing the final

versions of all courses' materials. This revision will be carried out as a back-and-forth until an agreement is reached. While for the SFOC one round of comments on the final draft of the course should be enough, more time and efforts should be planned for the different rounds of feedback which will be necessary for on each module of the MOOC.

Creation of the final version of the course and final review round

The supplier will assemble the courses' scripts with the videos and related materials, so to generate one final draft of each course. A final round of revisions will be organised with EIT UM and the supplier will be in charge of implementing the resulting changes and creating the final version of the courses.

Distribution and Formal Launch

The courses will be hosted, operated, and distributed by the supplier through EIT UM Competence Hub's account on the FutureLearn platform or through the supplier's own account on FutureLearn or on a similar and relevant platform, provided EIT UM agrees.

2.2.3. Specific requirements relative to all SFOCs

It is important that the supplier takes into account the following for the development of the SFOCs:

1. The total amount of time necessary to complete a course should be minimum 2,5 hours. The time dedicated to reviewing "non-course materials" (such as external articles, bibliographies, external links, etc.) should not be taken into consideration, though such references should be included when relevant.
2. All SFOCs should be 100% asynchronous. A learner should be capable of initiating and executing a course autonomously.
3. Each SFOC is divided into various "learning modules" (3 to 10 in general) that form a structured course programme. Each module can consist of various videos, texts, animations, sometimes quizzes. The course can be fully completed within a day, or over a few days/weeks.
4. The presentation page of the course should provide all the necessary information ("About the Course", "Target Audience", "Course Structure", etc.) :
 - The presentation page should also include a short 2–3-minute teaser video to make potential learners want to know more. Prefer provocative and engaging content/approaches to the classical approach of the Programme Director telling what his course is about.
 - The presentation page should include a logo of EIT Urban Mobility as well as the logo of the provider (co-branding).
 - A section specifically detailing what the learner will be capable of doing after following the course should be included.
 - All online courses and content co-financed/co-funded by EIT Urban Mobility should comply with a series of rules and regulations (logos, banners, fonts, display, etc.) which will be detailed by the EIT Urban Mobility staff. All these necessary elements will be provided.

Important: The Communication team of EIT Urban Mobility must review and validate this point before the courses/content are useable by the public.

5. Languages: All text-based information should be in English. All speakers in the SFOCs should have a high level of English and all videos of the SFOC should be subtitled in English, even if the speaker is a fluent/native English speaker. Specific contents within a video (when doing an interview for example) can be in another language, provided they are subtitled in English.

Important requisites for each learning module of the SFOCs:

1. The content provided in each learning module should be linked together by a storyline which must be engaging as well as pedagogically robust. This work will be done in close cooperation with the academic supervisor.
2. All existing raw content (course scripts, full/raw video footage, etc.) should be made available to EIT UM at no extra cost, so relevant changes can be incorporated, the content may be reused (provided the speaker and provider agree), and for archiving purposes.
3. The learning must be practical and applicable (as opposed to an overwhelming academic/conceptual focus), and important learning concepts within each learning module must be properly illustrated. Illustrations can be provided through:
 - Market-Business perspectives: key players/disruptors, new products and services, concepts, technologies, innovative policies, etc., by academics and researchers.
 - Debates on key questions/issues, by policymakers, experts, entrepreneurs, etc., as well as citizens, activists, etc., to understand and present different points of views.
 - Case studies so that the learner can have an understanding on how these different concepts and issues are dealt with.
 - Quizzes, the viewer must fulfil before moving forward.
4. Within a module, each video should ideally be short and impactful (30 seconds to 5 minutes). If the course mainly comprises of a long video presentation, then it should be divided/edited into a series of shorter videos each of which should correspond to a specific chapter/sub-topic. E-learning courses provided on LinkedIn Learning provide good examples of how this can be done.
5. Textual content as well as different “interactive experiences” (self-assessment quizzes, polls, debate questions/forums, coursework, etc.) should be included in the learning modules, alongside/between the different videos, so that the learning experience is diverse, engaging and impactful.
6. In all videos, use a predefined jingle, presentation screen, ending screen etc. EIT UM will provide these edits/assets as well as the necessary instructions/guidelines. The presentation/ending screens of the video should include a logo of EIT Urban Mobility (as owner of the video).
7. We recommend at least one “call to action” at the end of each video, redirecting the learner towards the next learning component.

8. Nice thumbnail pictures should present the videos when the video is not active. Make sure that the course presentation images/thumbnails (teaser video, presentation page, etc.) are appealing to the target audience.

2.2.4. Specific requirements relative to MOOC

It is important that the supplier takes into account the following for the development of the MOOC:

1. The total amount of time necessary to complete a MOOC should be between 10 and 20 hours. This includes reviewing all the videos, texts, learning activities, as well as doing the coursework, etc. The time dedicated to reviewing “non-course materials” (such as external articles, bibliographies, external links, etc.) should not be taken into consideration, though such references should be included.
2. Each MOOC is divided into various “learning modules” (5 to 10 in general) that form a structured course programme which should be pedagogically robust. Each module should consist of various videos, texts, quizzes, forum-discussions, etc. Each week, 1 or 2 modules should be covered by students.
3. The presentation page of the course should provide all the necessary information (“About the Course”, “Target Audience”, “Course Structure”, etc.):
 - Like many courses available on the EdX/Coursera platforms, the presentation page should also include a short 2–3-minute teaser video to make potential learners want to subscribe to the course. Prefer provocative and engaging content/approaches to the classical approach of the Programme Director telling what his course is about.
 - The presentation page should include a logo of EIT Urban Mobility as well as the logo of the provider (co-branding).
 - A section specifically detailing what the learner will be capable of doing after following the course should be included.
 - All online courses and content co-financed/co-funded by EIT Urban Mobility should comply with a series of rules and regulations (logos, banners, fonts, display, etc.) which will be detailed by the EIT Urban Mobility staff. All these necessary elements will be provided. Important: The Communication team of EIT Urban Mobility must review and validate this point before the courses/content are open to the public.
4. Given the freemium business model of the EIT UM Competence Hub MOOCs:
 - The course content should be accessible for free. Free users will access this content in a way that is 100% asynchronous, so there is no extra cost associated to the management of the course content.
 - The paying users will be provided with access to two types of premium content:

- “Asynchronous Premium Content” such as: certification, access to extra pre-recorded webinars, invitation to events, etc., that will require a “one-off” expenditure to develop the content/service in question and no or limited “continuous” resources to operate. Regarding the certification, a completion certificate model will be provided by EIT Urban Mobility and the revenue-generation/distribution model will be discussed during the proposal phase.
 - “Synchronous Premium Services” such as: tutoring, mentoring, group work, access to premium live webinar sessions, etc. The resources and associated costs for operating these synchronous tasks should be clearly specified within the proposal. The provider should be responsible for operating these services.
5. Each course may have one or various discussion forums, so participants can debate the most important questions raised by the course and seek some help amongst themselves, if they are lost. It is not mandatory to have a discussion forum, and they should be included only if there is a strategy in place to make sure enough participants will use them. The resources and associated costs for managing/moderating these forums should be clearly specified in the proposal. The provider will oversee the mentoring activities needed to operate these forums.
 6. A standard survey for collecting the learner’s feedback should be made available at the completion of the MOOC, in compliance with the hosting platform’s capabilities and requirements. A standard feedback survey model will be provided by EIT Urban Mobility and should be implemented as such if possible, so that EIT UM can analyse the data generated at a portfolio level. Limited adaptations can be made if necessary. Full and direct access should be granted to EIT UM with respect to the relevant sections of the platform where the student/participant data is stored/generated as well as to the sections relative to the analysis/analytics of this data.
 7. Languages: All text-based information should be in English. All speakers in the MOOCs should have a high level of English and all videos of the MOOC should be subtitled in English, even if the speaker is a fluent/native English speaker. Specific contents within a video (when doing an interview for example) can be in another language, provided they are subtitled in English. If the provider and/or the hosting platform allows it, the incorporation of multi-lingual subtitles will be appreciated.
 8. Quizzes, course completion and certificates: The way the course will be completed, and the certificate delivered should be detailed in the proposal. The completion can be defined either by the completion of the different units (SCORMS or similar format), the passing of quizzes or a combination of both. The certificate will be provided by EIT UM (co-branding on the certificate is possible) and the platform must be able to deliver it automatically after the student has successfully completed the course (and possibly filled in the evaluation survey)

Important requisites for each learning module of the MOOC:

1. The total amount of time necessary to complete a learning module should be between 30 minutes and 4 hours. Each learning module should focus on addressing a specific topic of the learning

curriculum. The formulation of the titles and the presentation of the chapters should be engaging to the target audience. For example: “Become a digital transformation agent”, is engaging and provides a clear understanding of the benefits of following this learning module.

2. Within a module, each video should ideally be short and impactful (5-10 minutes) and always be shorter than 20 minutes. If a module mainly comprises of a long video presentation, then it should be divided/edited into a series of shorter videos each of which should correspond to a specific chapter/sub-topic. E-learning courses provided on LinkedIn Learning provide good examples of how this can be done.
3. Textual content as well as different “interactive experiences” (self-assessment quizzes, polls, debate questions/forums, coursework, etc.) should be included in the learning modules, alongside/between the different videos, so that the learning experience is diverse, engaging, and impactful.
4. In all videos, use a predefined jingle, presentation screen, ending screen etc. EIT UM will provide these edits/assets as well as the necessary instructions/guidelines. The presentation/ending screens of the video should include a logo of EIT Urban Mobility (as owner of the video) as well as the logo of the provider (co-branding). Links toward both institutions’ social media channels should be included.
5. We recommend at least one “call to action” at the end of each video, redirecting the learner towards the next learning component.
6. Nice thumbnail pictures should present the videos when the video is not active. Make sure that the course presentation images/thumbnails (teaser video, presentation page, etc.) are engaging to the target audience.

2.3. Revenue generation and revenue sharing

Given EIT UM’s revenue generation objectives and financial sustainability goals, the Competence Hub wishes to identify a supplier with the necessary experience and ability to develop 3 SFOCs and 1 MOOC that will generate revenue, provided a “freemium” revenue generation model. For each course, this model should comply with the following principles:

- A major part of the course content is available for free to learners.
- Additional content/services may be available at a cost (certification, tutoring, webinars, mentoring, etc.).
- If the availability of this content is restricted somehow when available for free (content access possible only for a certain period of time, only on a specific device, only for a specific number of connexions, etc.), the lifting of these limitations may be available at a cost.

Within the proposal, the supplier should therefore include revenue generation forecasts for a minimum period of 3 years after each course has been published and is open to learners. These forecasts should identify exhaustively all the “premium/revenue-generation” features offered by each course as well as an estimation of the number of paying users per category/course and the yearly revenue generated per category/course. It is important that these estimates be achievable/conservative..

Moreover, the supplier should also define and detail, within the proposal, the main principles of the revenue sharing model to be agreed upon with EIT UM during and after this 3-year period. Based on the revenue-generation estimates, a revenue-sharing forecast model should also be presented within the proposal, indicating which portion (percentage and amounts) will be allocated to EIT UM as part of the collaboration, for each course. The total amount that EIT UM should obtain as a result of the different courses after 3-years commercialising/executing the course, should also be detailed.

A Commercial Agreement will be formalised and signed with the selected supplier selected as a result of this RFP procedure.

2.4. Timing and planning

2.4.1 Start date & period of implementation

The intended start date is, at the latest, 28 June 2021 and is expected to last, at the latest, until 31 of December 2021.

The production of the MOOC should start as soon as the contract with the selected provider is signed. Timing for the 3 SFOCs is more flexible, as long as the provider ensures that there is enough time for feedback from EIT UM Competence Hub’s side at each stage of the development of each course, and that all 4 courses will be fully designed, finalised, published online and open to participants by end December 2021.

In addition, EIT UM reserves the right to use direct award procedure with the winner of the present procedure for covering the needs of additional services (1 month) once all resources of the present contract are used up, if required. This extension is subject to financial coverage and the quality of the performance provided by the contractor (this offer shall not be binding to EIT UM).

2.4.2 Location

This project doesn’t have a specific office location during the implementation – the provider should mainly provide assistance from his/her home base of operation. We intend to work under a virtual environment as an organisation. Video conferences and telephone conferences are preferred options for team meetings.

On a needed basis, the provider can be called for specific assignments either to EIT Urban Mobility or its Innovation Hubs or to its partners or any other project site designated by EIT Urban Mobility. All costs borne for such travels shall be subject to reimbursement detailed later by EIT Urban Mobility if justified.

2.4.3 Payment terms

Available maximum available funds for work package 1 is 24.000 euro (VAT excluded).

Available maximum available funds for work package 2 is 35.000 euro (VAT excluded).

For both work packages, payments shall be made in three phases upon the acceptance of the deliverables completed:

1. After delivery of the preliminary exchange meeting (20%)
2. After the validation of the final round of review of the courses and the validation of the final version of the courses (30%)
3. After the courses are online, up and running on selected platform (50%)

2.5. Deliverables

In total, the supplier will produce 2 short courses on key topics for the New European Bauhaus, as well as 1 short course and 1 MOOC on healthy cities. Each of them will be delivered in phases with the submission of the following components at dates that must be agreed by both parties:

1. Course copies, including scripts and graphs/tables;
2. Videos and any other element which forms part of the courses. Full final and raw footages should be included.
3. All individual content material as well as the overall "packaging material" (SCORM or SCORM equivalent), both in final and editable versions.

3. Proposal Process

3.1. Proposal Schedule

	DATE
Sending of invitation to proposal to the potential supplier	14 June, 2021
Deadline for submitting proposal	22 June, 2021
Intended date of notification of award	23 June, 2021
Stand still period	3 days
Intended date of contract signature	27 June, 2021
Intended start date of the contract implementation	28 June, 2021

3.2. Participation

Participation in this procedure is open to all interested applicants.

3.3. Submission of proposal

Proposals are requested to be emailed in written form, **in English** to the following address until **the deadline of 22 June 2021**, 16:00 Central European Time, to:

Contact name: For the attention of Mr. Gautam Rao, Head of the Competence Hub at EIT URBAN MOBILITY.

E-mail: procurement@eiturbanmobility.eu

The proposal shall contain:

- a. The technical response to the services requested (see Section 2.2: 'Detailed scope of work')
- b. The financial offer (the price for the service.) The financial offer must be presented in **EUR**. The price must be indicated as net amount, excl. VAT)

The email including the proposal from the bidder should be sent and delivered by 22 June 2021, 16:00 Central European Time.

- Proposal must be submitted in proper (legibly) scanned and non-editable PDF, which is accessible without entering a password.
- Proposal must be signed by the tenderer.
- Proposal will be deemed timely submitted, if it is received by EIT Urban Mobility by the submission deadline. All risks associated with the delay or loss of the proposal shall be borne by the Tenderer only. EIT Urban Mobility will deem proposal received after the submission deadline invalid.
- Proposal should be concise and clear. The tenderer's proposal will be incorporated into any contract that results from this procedure. Tenderer is, therefore, cautioned not to make claims or statements that they are not prepared to commit to contractually. Subsequent modifications and counter-proposals, 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 request for proposals and has the experience, skills and resources to perform, according to conditions set forth in this proposal and the tenderers' proposal.

3.4. Minimum requirements

The following documents and declarations are to be submitted together with the tender by the tenderer (in case of a group of tenderers, this applies to each member). In order to be considered valid, proposals must include:

- Tender Submission form and Tender declaration form (Annex 1.2 and 1.3) together with supporting documents evidencing the legal name of the Tenderer (copy of the official documents showing the name of the natural person or legal person, the address of its head office, and the registration number given to it by the national authorities);
- An administrative part including all the information and documents required by the EIT UM for the evaluation of the tender on the basis of the exclusion and selection criteria set out below;
- Bidders must provide their comments in writing to the contract agreement terms of EIT UM (Annex 1) and in case they are proposing any amendments to the terms and conditions, they have to submit their proposal in their offer. Any amendment requests after the tender submission deadline and the notification of award shall not be accepted or discussed. EIT UM is not obliged to accept any amendment requests, proposed modifications nor contract templates.

Proposals must include quotations of fixed total price for 3 SFOC and 1 MOOC, covering all the services provided. These additional costs would need to be presented to and validated by EIT UM. All figures will be VAT excluded.

Professional capacity of the supplier

The supplier must have at least a total of 10,000 EUR value from the last 5 years, completed latest by the submission date of the offer, in the field of asynchronous online training creation/development. In the proposal, the supplier should also include proofs of previous experience in building asynchronous online training activities or any other project relevant to this request for proposal.

3.5. Validity of the proposal

Tenderers are bound by its proposal 30 days after the deadline for submitting the proposal or until they have been notified of non-award.

The winners must maintain its proposal for a further 30 days to close the contract.

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

3.6. Additional information before the deadline for submitting proposals

The instructions to the tenderers should be clear enough to avoid the tenderers having to request additional information during the procedure. In case the tenderer is in need of additional information, please address it to the address below.

Contact name: for the attention of Mr. Gautam Rao, Head of the Competence Hub.

E-mail: procurement@eiturbanmobility.eu

EIT Urban Mobility has no obligation to provide clarification if decides.

3.7. Cost for preparing proposals

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

3.8. Ownership and confidentiality of proposals

EIT Urban Mobility retains ownership of all proposals received under this tendering procedure. Proprietary information identified as such, which is submitted by tenderer in connections 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, the CA has the right for the purposes of safeguarding its financial interests that the proposal and the contract of the supplier may be transferred to internal as well as external audit services.

3.9. Clarification related proposals

After submission of the proposal, it shall be checked if it satisfies all the formal requirements set out in the proposal dossier. Where information or documentation submitted by the tenderer is or appears to be incomplete or erroneous or where specific documents are missing, the CA may request the tenderer

concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit.

3.10. Negotiation about the submitted proposal

After checking the administrative compliance of the tenderer, EIT Urban Mobility can negotiate the contract terms and conditions with the tenderer. In this negotiation, EIT Urban Mobility will ask the tenderer to adjust the proposal or specific sections of the proposal within an appropriate time limit.

4. Evaluation of proposals

4.1 Exclusion criteria

The Tenderers will be excluded from participation in the current procedure, if:

- a) it is bankrupt, subject to insolvency or winding-up procedures, where its assets are being administered by a liquidator or by a court, where it is in an arrangement with creditors, where its business activities are suspended, or where it is in any analogous situation arising from a similar procedure provided for under national laws or regulations;
- b) it has been established by a final judgment or a final administrative decision that the Tenderer is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the applicable law;
- c) it has been established by a final judgment or a final administrative decision that the Tenderer is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the Tenderer belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes a wrongful intent or gross negligence, including, in particular, any of the following:
 - i. fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;
 - ii. entering into agreement with other Tenderers with the aim of distorting competition;
 - iii. violating intellectual property rights;
 - iv. attempting to influence the decision-making process of the contracting authority during the procurement procedure;
 - v. attempting to obtain confidential information that may confer upon it undue advantages in the procurement procedure;

- d) it has been established by a final judgment that the Tenderer is guilty of fraud, corruption or money laundering.

4.2 Award criteria

The EIT UM will award the contract to the tenderer who submitted the most advantageous technical and financial proposal based on best value for money based on the following criteria (including the weighting assigned to them). The quality of each proposal will be evaluated in accordance with the below mentioned award criteria.

The award criteria will be examined in accordance with the requested service/support indicated in Section 2 of the document, and ensure best value for money by applying the below equation.

The technical score is calculated based on the assessment rating below:

<p>EXPERIENCE</p> <p><i>Description of former experience with working on a similar project (see 2.1 to 2.3 above): Experience in designing and developing asynchronous short online course/MOOCs. EIT Urban Mobility will rank the bids based on the received information based on the level of detail, harmony with Section 2 and based on international practices.</i></p> <p>> Experience in designing and developing asynchronous short online courses/MOOCs. Minimum experience 4 years - 2 points, 8 years of experience - 5 points</p> <p>> Experience working with international customers: Minimum experience 3 years - 2 points, 6 years of experience - 5 points</p> <p>> Experience in developing urban mobility, health, sustainability and inclusivity related e-learning courses/training – 5 points</p> <p>> Experience in working with other EITs, or any other relevant international organization as a partner or subcontractor – 5 points</p>	<p>Max. 20 points</p>
<p>QUALITY</p> <p>Quality of the technical offer and organization of service (as described in Section 2.2 and 2.3) should include, but is not limited to:</p> <ol style="list-style-type: none"> a. Description of how you plan to design and produce the courses and features to meet the set requirements and process - 20 points (20 – 15 – 10 - 0) b. Overview of the core tasks and timeframe needed to fulfil the contract, the resources planned to be utilized for each work packages (number of hours to fulfil the tasks/service packages). - 10 points (10 – 5 – 0) 	<p>Max. 40 points</p>

<p>c. Example(s) of audio-visual graphical identity guidelines for the project - 10 points (10 – 5 - 0)</p> <p>EIT Urban Mobility will rank the bids based on the received information based on the level of detail, harmony with Section 2 and based on international practices.</p>	
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The applicable award criteria will be weighted as follows:

- A. Technical content: 60%
- B. Financial offer: 40%

Aggregate evaluation and scoring:

- A. Technical content (maximum weighted score: 60%)
 - Evaluation of the technical content will be carried out following the below sub-criteria:
 - I. Technical capacity of the Tenderer (maximum score: 60)
- B. Financial offer (maximum weighted score: 40%)
 - The financial offer must be presented in EUR. Prices must be indicated as net amount, excl. VAT.
 - The lowest offered price shall receive the highest score (60), others shall be calculated in relation to that in linear equation.

4.3 Selection of the suppliers

The final selection of the supplier will be based on the best price-quality ratio principle. The best price-quality ratio is established by weighing technical quality against price on an 60%/40% basis, i.e.

Total technical score: max. 60 (weight: 60%)

Total financial score: max. 60 (weight: 40%)

Total score: max. ... (total technical score x 0,6 + total financial score x 0,4)

The winners shall be the one with the highest total score summed from technical and financial scores, and that tenderer shall be proposed for the contract.

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

4.4 Signature of contract(s)

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

For the contract, the template in Annex 1 shall apply.

Within 3 days of receipt of the contract from EIT Urban Mobility, the selected tenderer shall sign and date the contract and return it to EIT Urban Mobility.

4.5 Cancellation of the proposal procedure

In the event of cancellation of the proposal procedure, EIT Urban Mobility will notify the tenderers of the cancellation. In no event shall EIT Urban Mobility 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 Urban Mobility has been advised of the possibility of damages.

4.6 Appeals / Complains

Tenderers believing that it has been harmed by an error or irregularity during the award process may file a complaint. Appeal should be addressed to EIT Urban Mobility. The tenderer has 3 days to file their complaint from the receipt of the letter of notification of award.

4.7 Ethics clauses / Corruptive practices

EIT Urban Mobility 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 Urban Mobility may refrain from concluding the Contract.

The suppliers 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 Urban Mobility immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

4.8 Safeguarding of EU's financial interest

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

Annexes

1.1 Annex 1 – Service Agreement

SERVICE AGREEMENT

This Service Agreement (“Agreement”) is hereby made by and between:

EIT Urban mobility /UM/ [EIT Urban Mobility s.l.], a private limited company, having its registered office and place of business at [Pere IV, 362. 08019, Barcelona. Spain], with company registration number [Temporary registration number: 118237] and VAT number [B67513630], legally represented herein by [name of representative], acting as [position of the representative]; hereinafter referred to as: the **‘Contracting Party’**;

and

[Company name], a private limited company, having its registered office and place of business at [Company’s address], with company registration number [Company’s registration number] and VAT number [Company’s VAT number], legally represented herein by [name of representative], acting as [position of the representative]; hereinafter referred to as: the **‘Supplier’**;

Hereinafter jointly referred to as: the ‘Parties’ or individually as a “Party”;

WHEREAS:

EIT UM is an association whose funds are used to promote innovation, entrepreneurship and education in the field of urban mobility;

EIT UM has launched a procurement procedure for the performance of certain Services described in Annex 1 to this Agreement, via a tender referred to in Annex 1 (“**EIT UM Tender**”) and Supplier has been selected as Service Provider for EIT UM for such Services, based on Supplier’s Offer as referred to in Annex 1.

Supplier has knowledge and experience in performing the aforementioned Services described in Annex 1, on the basis of a temporary engagement (hereinafter: the **‘Services’**);

Supplier is willing and able to provide the Services to EIT UM, as further provided for in this Agreement;

NOW, THEREFORE, THE PARTIES HAVE AGREED AS FOLLOWS:

Structure of the Agreement and precedence

This Agreement consists of the body of this Agreement and Annex 1 attached to this Agreement.

The body contains standard general provisions applicable to all Services purchased by EIT UM from Supplier under this Agreement.

Annex 1 contains the description of the Services and the time schedule for the delivery of such Services (extracted from Supplier's Offer), as well as additional specific conditions and details adapted to the type of Services purchased by EIT UM from Supplier under this Agreement.

Both the body and Annex 1, as well as the EIT UM Tender (as referred to in Annex 1) form the Agreement.

In case of discrepancy between the description of Services and time schedule in the EIT UM Tender and the description of Services and time schedule in Annex 1, the EIT UM Tender shall prevail. In case of discrepancy between a provision in the body and a provision in Annex 1, the provision in the body shall prevail unless the deviating provision in Annex 1 states expressly that it is specifically agreed by both Parties as being in deviation of a specific provision of the body and refers clearly to the provision of the body concerned.

Ordering of Services, non-applicability of Supplier's (standard) terms and conditions

Supplier does not commit to provide the Services exclusively to EIT UM, unless and to the extent provided in Annex 1 for certain specific types of Services.

The contractual relationship between EIT UM and Supplier shall solely be governed by the terms and conditions of this Agreement. EIT UM is therefore not bound by and expressly rejects Supplier's general conditions of services and any additional or different terms or provisions that may appear on any proposal, quotation, price list, acknowledgment, invoice, packing slip or the like used by Supplier.

Performance of the Services, organization, quality, timely delivery, subcontracting, reporting of progress, acceptance, changes

With due observance of the other provisions of the Agreement, Supplier shall perform the Services specified under Annex 1 for EIT UM under this Agreement, within the time schedule specified under Annex 1.

Supplier agrees to perform the Services by exercising due skill, speed and care, at a level generally required of well-reputed Suppliers in the same field as the one covered by this Agreement and shall make every effort to the best of Supplier's abilities to serve the interests of EIT UM as much as possible.

Supplier is free to organise the way it provides the Services and the timing thereof autonomously and at its own discretion without supervision or authority of EIT UM, (i) provided the Services are performed accurately and diligently and in accordance with the requirements of this Agreement, including the timely delivery of the Services as specified under Annex 1, and (ii) subject to specific requirements as may be stated in Annex 1 regarding the way the Services shall be provided. Supplier may conduct its business activities from its own premises but may

be requested to operate from EIT UM's premises whenever it is necessary for the performance of the Services. Supplier shall arrange their own travel, should they need to travel in order to perform the Services. When performing the Services, Service Provider shall use its own tools and materials, work forces. Supplier shall be fully responsible for the proper execution of this Agreement in all respects.

Supplier shall use personnel who possess the qualifications and experience necessary for the performance of the Services. Additional requirements relating to personnel may be provided in Annex 1, as the case may be.

Unless otherwise specifically provided under Annex 1, Supplier may subcontract part of the provision of the Services to subcontractors, provided such subcontractors are contractually bound by similar obligations as under this Agreement, and provided Supplier has disclosed the elements of the Agreement to be subcontracted and the identity of the relevant subcontractor to the subcontracting. Supplier remains at all times responsible for the work performed by its subcontractors and for the acts, defaults and negligence of such subcontractors, and no subcontract shall create any contractual relationship between any subcontractor and EIT UM. Additional requirements relating to subcontracting may be provided in Annex 1, as the case may be.

In order for EIT UM and Supplier to monitor the proper performance of the Services throughout the Term of the Agreement, Supplier shall report to EIT UM progress of the performance of the Services, in writing, at intervals and under conditions specified under Annex 1. Supplier shall provide EIT UM with time sheets describing the tasks performed by Supplier and the time spent on each task, pursuant to the regularity provided under Annex 1 and pursuant to the time sheet template provided by EIT UM separately.

If, for whatever reason, Supplier is not able to perform the agreed Services, or is not able to meet the deadlines agreed in Annex 1, Supplier shall notify EIT UM hereof promptly in writing, and shall take any reasonable measure to mitigate the consequences of such situation, in agreement with EIT UM.

Services delivered are subject to the acceptance of EIT UM. EIT UM shall issue a Performance certificate after completion of Services. Should EIT UM fail to reject part or all of the Services provided within 15 (or other deadline set forth in Annex 1) calendar days as from such delivery, on the grounds of a lack of quality or compliance, or because of late delivery, Services shall be considered as accepted. Should EIT UM reject a Service (within the above deadline) because of lack of quality or compliance, and such failure is capable of remedy, Supplier shall re-perform the rejected (part of the) Service promptly (but no later than 5 days in absence of any further instructions) at no additional charge for EIT UM. Should such failure be not capable of remedy (given the type of Service and/or the extent of the failure) or should the delivery have occurred after an essential delivery deadline which renders the Service irrelevant or useless, the Services at stake shall be considered as rescinded, and EIT UM is not obliged to provide any compensation to Supplier for such Services.

Modifications to the Services and/or other provisions of this Agreement may only be agreed by the Parties as per the EIT UM procurement rules, i.e. if:

mutually agreed in writing, and

the need for modification has been brought about by circumstances which a diligent contracting entity could not foresee; and

the modification does not alter the overall nature of the contract; and

any increase in price is not higher than 25 % of the original value of the Agreement. In addition, if several successive increases in price would be agreed, the total cumulating of such successive increases shall not exceed 25% of the original value of the Agreement; and

modifications above 10% of the original value of the Agreement should only amend specific conditions of the Agreement and be made by way of an amendment to this Agreement signed by both Parties.

The Parties designate the following contact persons for communication with respect to this Contract:

For EIT UM: For Service Provider:

Name: ... Name: ...

Phone: ... Phone: ...

E-mail: ... E-mail: ...

Compensation, invoicing and payment, expenses

Supplier is entitled to charge, in respect of Supplier's Services as described under Annex 1, the compensation specified in Annex 1 per Service.

Supplier may only charge the amounts under Section 4.1. corresponding to the delivered Services, after acceptance of such Services by EIT UM.

Further, Supplier may only charge the amounts under 4.1. subject to (i) EIT UM having received a correct invoice bearing the essential elements below, (ii) all relevant Progress Reports relating to the delivered Services so invoiced having been properly delivered to EIT UM in a timely manner and accepted by EIT UM in writing (as the case may be).

An invoice shall be considered as correct when containing the following essential elements:

the name and address of Supplier

the VAT identification number of Supplier

the VAT identification number of EIT UM

the name and address of EIT UM

the invoice number

the invoice date

the date on which the Services were supplied (provided EIT UM S has accepted them pursuant to this Agreement)

the quantity and type of goods supplied (if applicable)

the nature and type of Services supplied

the following data for every VAT tariff or exemption:

the price per piece or unit, excluding VAT

any reductions that are not included in the price

the VAT tariff that has been applied

the cost (the price excluding VAT)

in case of advance payment: the date of payment, if this is different from the invoice date

the amount of VAT

By deviation to Section 4.2., Supplier may charge the amounts under Section 4.1., at the beginning of each (quarterly, monthly or other) period specified in Annex 1, if such alternative is specifically agreed by EIT UM in Annex 1. In such a case, requirements of Section 4.3. shall apply to each regular invoice.

The payment term applying to Supplier invoices fulfilling the requirements of this Section 4 is fixed in Annex 1.

All amounts corresponding to the compensation per Service, as fixed in Annex 1, shall be fixed tariffs, which may not be revised during the Term of this Agreement, unless specifically provided otherwise in Annex 1 (and within the limits of the price revision mechanisms authorised under the procurement procedure).

Supplier may charge expenses to EIT UM, to the extent Annex 1 provides for such possibility. Expenses shall only be paid if EIT UM has given its written approval prior to Supplier incurring said costs.

If Supplier fails to fulfil any of its obligations under the Agreement, EIT UM may suspend payment to Supplier, upon notice to Supplier.

Supplier hereby unconditionally accepts that EIT UM has the right to set off any amount that EIT UM owes to Supplier under this Agreement, with any amount Supplier owes to EIT UM under this Agreement or any other agreement.

Taxes, other contributions, no employment agreement and related indemnification

All tariffs are gross amounts but exclusive of any value added tax (VAT), sales tax, GST, consumption tax or any other similar tax ("**Taxes**").

If the Services under this Agreement are subject to any other Taxes, Supplier may charge such Taxes to EIT UM, which taxes shall be paid by EIT UM in addition to the compensation for Supplier. Supplier is responsible for paying any applicable Taxes to the appropriate (tax) authorities.

In addition to Section 5.1. and 5.2., all social security, fiscal charges or taxation of any kind and contributions of any kind including but not limited to value added, levies, withholdings, unemployment, medical insurance and insurance of any kind, pensions, national insurance contributions and social security benefits, as imposed by any law, accommodation and travel costs, living expenses, or other expenses and charges arising from this Agreement, will be the exclusive responsibility of Supplier, who must pay such taxes, charges, any kind of expenses and contributions directly to the competent authorities or employees (as the case may be) (altogether called "**Contributions**").

Supplier shall perform the Services hereunder as an independent contractor and not as an agent of EIT UM and nothing contained in the Agreement is intended to create a partnership, joint venture or employment relationship between the Parties irrespective of the extent of economic dependency of Supplier on EIT UM.

Supplier shall indemnify and keep EIT UM harmless from any claims from any authority for payment of any Contributions, including all interest charged in respect thereof, surcharges and possible administrative fines in connection with the Services performed by Supplier on the basis of the Agreement.

Intellectual property, ownership and licensing, IP infringement indemnification

"**Intellectual Property Rights**" or "**IP**" shall mean patents, utility certificates, utility models, (industrial) design rights, copyrights, database rights, trademarks, trade names and trade secrets, including moral rights and any applications, renewals, extensions, combinations, divisions, discontinuations or re-issues of the foregoing.

Unless expressly specified otherwise in Annex 1, should the performance of the Services entail the delivery of (written) advice, reports or any other materials or results ("**Deliverables**"), the ownership of any Intellectual Property Rights in such Deliverables shall be vested in EIT UM.

In addition to Section 6.1., any item provided by EIT UM (or by a third party designated by EIT UM on behalf of EIT UM) and used to perform the Services and/or embedded in the delivered Services, shall at all times remain the ownership of EIT UM S. Supplier shall have no right, title or interest in any of these items nor any trademark or trade name from EIT UM.

By exception to Section 6.1., Intellectual Property Rights owned or controlled by Supplier before the start of the performance of the Services shall remain the ownership of Supplier ("**Background IP**").

Supplier hereby grant a non-exclusive, royalty-free and fully paid-up, worldwide, irrevocable and perpetual license under its Background IP used for the performance of the Services, to EIT UM,

with the right to sublicense, for the use, make, have made, build-in, market, sell, lease, license distribute and/or otherwise dispose of the Services and/or Deliverables.

Supplier shall not, without EIT UM' prior written consent, publicly make any reference to EIT UM, whether in press releases, advertisements, sales literature or otherwise.

Unless expressly specified otherwise in Annex 1,

Supplier shall indemnify and hold harmless EIT UM, its Affiliates, partners, contractors and employees in respect of any and all claims, damages, costs and expenses (including but not limited to loss of profit and reasonable attorneys' fees) in connection with any third party claim that any of the Services alone or in any combination or their use infringes any third party IPRs, or, if so directed by EIT UM, shall defend any such claim at Supplier's own expense. By "Affiliate" is meant any and all companies, firms and legal entities with respect to which now or hereafter EIT UM, directly or indirectly holds 50% or more of the nominal value of the issued share capital or 50% or more of the voting power at general meetings or has the power to appoint a majority of directors or otherwise to direct the activities of such company, firm or legal entity, including but not limitedly through a domination agreement.

EIT UM shall give Supplier prompt written notice of any such claim, provided, however, any delay in notice shall not relieve Supplier of its obligations hereunder except to the extent it is prejudiced by such delay. Supplier shall provide all assistance in connection with any such claim as EIT UM may reasonably require.

If any Services alone or in any combination, provided under the Agreement are held to constitute an infringement or if their use is enjoined, Supplier shall, as directed by EIT UM, but at its own expense: either 1) procure for EIT UM or its users the right to continue using the Services alone or in any combination; or 2) replace or modify the Services alone or in any combination with a functional, non- infringing equivalent.

If Supplier is unable either to procure for EIT UM the right to continue to use the Services alone or in any combination or to replace or modify the Services alone or in any combination in accordance with the above, EIT UM may terminate the Agreement and upon such termination, Supplier shall reimburse to EIT UM the price paid, without prejudice to Supplier's obligation to indemnify EIT UM as set forth herein.

Confidentiality, documents

Confidential Information means any and all proprietary and/or confidential data and information, such as but not limited to commercial and/or technical information, that EIT UM, its Affiliates or representatives may disclose directly or indirectly, whether in writing or any other form, to Supplier that is related to the Service, which (a) is marked as "confidential" or "proprietary" or words of similar import when disclosed, and (b) is orally disclosed and is summarized and described as confidential in a writing that is delivered to Supplier within fifteen (15) days of disclosure.

During the period beginning on the Effective Date and continuing for a period of five (5) years thereafter (the "**Confidentiality Period**"), Supplier agrees not to: (i) use EIT UM' Confidential Information for any purpose other than for the Service; and (ii) disclose EIT UM Confidential

Information to any third party, except to its employees and other persons under its supervision that are operating within its organization, including without limitation, its Partners' employees who (A) have a legitimate "need to know" to accomplish the Service, and (B) are obligated to protect such Confidential Information pursuant to terms and conditions not less restrictive than those contained in this Agreement. Supplier shall protect EIT UM' Confidential Information as required hereunder using the same degree of care, but no less than a reasonable degree of care, as Supplier uses to protect its own confidential information of a like nature.

Supplier's obligations above shall not apply to any data or information that it can prove: (a) is lawfully available to EIT UM, prior to the time of receipt from EIT UM as verified by written records; (b) is or becomes publicly available without violation of this Agreement or any other obligation of confidentiality and through no act or omission of Supplier; (c) is lawfully furnished to Supplier by a third party without use or disclosure restrictions; or (d) is developed by Supplier without use of or reference to any of EIT UM' Confidential Information. Furthermore, a disclosure by Supplier that is required pursuant to any judicial or governmental proceeding shall not be considered a breach of this Agreement, provided that Supplier promptly after learning of such action shall notify, to the extent permitted by applicable law, EIT UM thereof to give Supplier the opportunity to contest disclosure or to seek any available legal remedies to maintain such information in confidence.

Supplier is not permitted - alone or with or through others – to remove, dispatch, transmit or allow any third parties to inspect, use or otherwise have access to any property belonging to EIT UM or any of its Affiliates, including but not limited to any notes, drawings, letters, formulas, recipes, other documents and/or any copies thereof, tools, designs, products manufactured or (copies of) computer files or other data carriers, unless EIT UM has given its prior written permission to any such action.

EIT UM shall remain the owner of all property it has made available to Supplier in connection with this Agreement.

Supplier shall make all property belonging to EIT UM (or its Affiliates) such as, but not limited to any notes, drawings, letters, formulas, recipes, other documents and/or copies of such matters, tools, models, finished products, (copies of) automated files or other data carriers, which come into its possession during the term of this Agreement, available to EIT UM in good condition immediately upon initial request, but in any case on the day on which the Agreement ends.

Personal data

For the purpose of this Agreement,

"Personal Data" shall mean any and all information relating to an identified or identifiable individual, including but not limited to EIT UM current or former employees, employee family members, dependents or beneficiaries, customers, consumers, suppliers, business partners or contractors;

"Processing" shall mean any operation or set of operations performed or to be performed upon Personal Data, whether or not by automatic means, such as creation, access, collection, recording, organization, storage, loading, employing, adaptation or alteration, retrieval, consultation, displaying, use, disclosure, dissemination or otherwise making available,

alignment or combination, blocking, erasure or destruction (hereinafter also referred to as a verb “**Process**”).

Where Supplier in the performance of the Agreement Processes Personal Data, then Supplier agrees and warrants that Supplier shall:

comply with all privacy and data protection law and regulations applicable to its Services;

Process Personal Data only (i) on behalf of and for the benefit of EIT UM, (ii) in accordance with EIT UM’ instructions, and (iii) for the purposes authorized by this Agreement or otherwise by EIT UM, and (iv) insofar necessary for the Services rendered to EIT UM and as permitted or required by law;

maintain the security, confidentiality, integrity and availability of the Personal Data;

implement and maintain appropriate technical, physical, organizational and administrative security measures, procedures, practices and other safeguards to protect the Personal Data against (i) anticipatable threats or hazards to its security and integrity; and (ii) loss, unauthorized access to, or acquisition or use of or unlawful Processing; and

promptly inform EIT UM of any actual or suspected security incident involving the Personal Data.

To the extent that Supplier allows a (sub)contractor to process the Personal Data, Supplier shall ensure that it binds such (sub)contractor to obligations which provide a similar level of protection, but in no way less restrictive, as this Section 8.

Supplier shall, upon the termination of the Agreement, securely erase or destroy all records or documents containing the Personal Data. Supplier accepts and confirms that it is solely liable for any unauthorized or illegal processing or loss of the Personal Data, if Supplier fails to erase or destroy the Personal Data upon termination of the Agreement.

Supplier shall indemnify and hold harmless EIT UM, their officers, agents and personnel from any damages, fines, losses and claims arising out of a breach of this Section 8.

Liability, indemnification, insurance

Supplier shall indemnify and hold harmless EIT UM, its Affiliates, agents and employees, from and against all suits, actions, legal or administrative proceedings, claims, demands, damages, judgments, liabilities, interest, attorneys’ fees, costs and expenses of whatsoever kind or nature (including but not limited to special, indirect, incidental, consequential damages), whether arising before or after completion of the performance of the Services covered by the Agreement, in any manner caused or claimed to be caused by the acts, omissions, faults, breach of express or implied warranty, breach of any of the provisions of this Agreement, or negligence of Supplier, or of anyone acting under its direction or control or on its behalf, in connection with Services or any other information furnished by Supplier to EIT UM under the Agreement.

Supplier warrants that it has taken out sufficient insurance against the aforementioned damage, costs and interest, or has made a sufficient provision for this purpose and is obliged to fully

disclose to EIT UM immediately upon initial request all the (policy conditions of the) aforementioned insurance(s) and/or provisions. Supplier shall indemnify EIT UM and shall pay its insurance proceeds to EIT UM and furthermore indemnify for the excess amount of the total claim of damages that is not covered by the insurance of Supplier or any other insurance. EIT UM shall be entitled to take legal action against Supplier.

Neither Party excludes or limits its liability for death or personal injury arising from its own negligence, fraud, breach of confidentiality or for any liability that cannot by law be excluded or limited.

Subject to Section 9.3 In no event shall EIT UM be liable under any theory of liability, for indirect, incidental, special, consequential or punitive damages, which includes without limitation damages for lost profits or revenues, lost business opportunities, loss of image or lost data, even if EIT UM has been advised of the possibility of such damages and in no event shall EIT UM be liable to Supplier, its successors or assigns for damages in excess of the amount due to Supplier for complete performance under the Agreement, less any amounts already paid to Supplier by EIT UM.

Subject always to Section 9.3., depending on the nature of the Services and the liability risk associated therewith, a cap to the liability of Supplier under this Agreement may apply only if expressly mutually agreed in writing in Annex 1.

Suspension, termination of the Agreement

The Agreement is entered into as from the Effective Date specified in Annex 1 and shall end by operation of law, without the requirement of prior notice of termination, on the date the last of the Services have been delivered by Supplier, accepted and paid by EIT UM ("**Term**").

As an exception to the above, EIT UM may suspend, withdraw, dissolve or terminate this Agreement fully or partially with immediate effect without incurring any penalty or compensation if and as soon as:

Supplier breaches any of its material obligations under this Agreement and, notwithstanding a written request from EIT UM to repair the current breach and to take appropriate measures to prevent such a breach in the future, fails to comply with such a request within a reasonable deadline fixed by EIT UM in the notice; or

EIT UM, in its reasonable discretion, determines that Supplier is not able to perform the Services as required; or

Supplier fails to provide EIT UM with adequate assurance of performance following request by EIT UM; or

Supplier files a petition for bankruptcy or is declared bankrupt; or

Supplier has become unable to pay its debts as they fall due or make any special arrangement(s) or composition with its creditors;

Supplier enters into voluntary or judicial liquidation;

the business of Supplier ceases to exist or control or ownership is taken over by a third party;

as a result of the termination of the European Programme(s) which requested EIT UM to enter into this Agreement (as the case may be).

As from receipt of a termination notice from EIT UM (under any legal ground), Supplier shall take immediate steps to bring the terminated Services to a closure in a prompt and orderly manner and to reduce expenditure to a minimum.

Supplier may, after giving 14 calendar days written notice to EIT UM, terminate the Agreement if EIT UM:

Fails for more than 120 calendar days to pay Supplier the amounts due after the expiration of the payment term stated in Section 4; or

Consistently fails to meet its material obligations after repeated reminders; or

Suspends the progress of the Services or any part thereof for more than 90 calendar days for reasons not specified in the Agreement, or not attributable to Supplier's breach or default.

Safeguarding of EU's financial interest and conflict of interest

Supplier accepts without reservation that during the implementation of the Agreement and for four (4) years after the completion of the Agreement, EIT UM has the right for the purposes of safeguarding the EU's financial interests, the tender proposal and the Agreement with Supplier may be transferred to internal audit services, the EIT, to the European Court of Auditors, to the Financial Irregularities Panel or to the European Anti-Fraud Office ('safeguarding the EU's financial interests').

Supplier confirms that it shall take all measures to prevent any situation where the impartial and objective implementation of the Agreement is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest ('conflict of interests'). The contractor is obliged to inform EIT UM immediately if there is any change in the above circumstances at any stage during the implementation of the tasks under the Agreement.

Miscellaneous

All notices given under this Agreement shall be given in writing. Any subsequent change of address shall be promptly notified by the Party concerned to the other Party and embodied in an amendment to the preamble of this Agreement.

In the event that Supplier is prevented from performing any of its obligations under the Agreement for reason of force majeure (being an event unforeseeable and beyond the control of Supplier) and Supplier has provided sufficient proof for the existence of the force majeure, the performance of the obligation concerned shall be suspended for the duration of the force majeure. EIT UM shall be entitled to terminate the Agreement with immediate effect by written notice to Supplier, immediately if the context of the non-performance justifies immediate termination, and in any event if the circumstance constituting force majeure endures for more

than thirty (30) days and, upon such notice, Supplier shall not be entitled to any form of compensation in relation to the termination. Force majeure on the part of Supplier shall in any event not include shortage of personnel or production materials or resources, strikes, not officially declared epidemic or pandemic, breach of contract by third parties contracted by Supplier, financial problems of Supplier, nor the inability of Supplier to secure the necessary licenses in respect of software to be supplied or the necessary legal or administrative permits or authorizations in relation to the Services to be supplied.

Supplier shall not transfer, pledge or assign any of its rights or obligations under the Agreement without the prior written consent of EIT UM. Any such pre-approved, transfer, pledge or assignment shall be null and void and have no effect vis-à-vis such third party.

The rights and remedies reserved to EIT UM are cumulative and are in addition to any other or future rights and remedies available under the Agreement, at law or in equity.

Neither the failure nor the delay of EIT UM to enforce any provision of the Agreement shall constitute a waiver of such provision or of the right of EIT UM to enforce each and every provision of the Agreement.

No course or prior dealings between the parties, no course of performance, and no usage of the trade shall be relevant to determine the meaning of the Agreement and to modify the provisions of this Agreement.

No waiver, consent, modification or amendment of the terms of the Agreement shall be binding unless made in a writing specifically referring to the Agreement signed by EIT UM and Supplier.

In the event that any provision(s) of this Agreement shall be held invalid, unlawful or unenforceable by a court of competent jurisdiction or by any future legislative or administrative action, such holding or action shall not negate the validity or enforceability of any other provisions of the Agreement. Any such provision held invalid, unlawful or unenforceable, shall be substituted by a provision of similar import reflecting the original intent of the clause to the extent permissible under applicable law.

All terms and conditions of the Agreement which are destined, whether express or implied, to survive the termination or the expiration of the Agreement, including but not limited to Intellectual Property, Confidentiality and Personal Data, shall survive.

The Agreement shall be governed by and construed in accordance with the laws of the country or state in which the EIT UM ordering entity is located, as applicable.

Supplier and EIT UM each consents to the exclusive jurisdiction of the competent courts in (i) the country or state in which the EIT UM ordering entity is located; or (ii), at the option of EIT UM, the jurisdiction of the entity of Supplier to which the order was placed, or (iii), at the option of EIT UM, for arbitration in which case Section 12.12. applies. Supplier hereby waives all defences of lack of personal jurisdiction and forum non-convenience.

If so chosen by EIT UM in accordance with Section 12.11, any dispute, controversy or claim arising out of or in connection with this Agreement, or their breach, termination or invalidity shall be finally settled solely under the International Chamber of Commerce Rules of arbitration,

which Supplier and EIT UM declare to be known to them. Supplier and EIT UM agree that: (i) the appointing authority shall be the ICC-International Chamber of Commerce of Paris, France; (ii) there shall be three (3) arbitrators; (iii) arbitration shall take place in the jurisdiction of the EIT UM entity mentioned in the recitals or, at the option of EIT UM, the jurisdiction of the Supplier's entity mentioned in the recitals; (iv) the language to be used in the arbitration proceedings shall be English; and (v) the material laws to be applied by the arbitrators shall be the laws as determined under Section 12.10.

The United Nations Convention on International Sale of Goods shall not apply to the Agreement.

Drawn up on [DATE] and signed in two copies:

EIT UM

[company name]

[name of representative]

[name of representative]

[position of representative]

[position of representative]

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In addition to the general terms and conditions specified in the body of the Service Agreement, the Parties hereby agree on the following specific conditions and details:

Description and timing of the Services subject to the procurement procedure (as per the Whereas section, Section 3.1., of the Agreement) and detailed description of the types of Services and Deliverables (as per Section 6.2 of the Agreement) covered by the Agreement:

Task 1

Task 2

Price of the Services (as per Section 4 of the Agreement):

In application of Section 4.1. of the Agreement, the following Services shall be remunerated on the basis of an hourly rate, fixed per type of Services, as follows:

Services	Price
[subject of the services]	[(unit) price of the sercvices]

Charging the compensation to EIT UM (as per Section 4. of the Agreement)

Supplier may charge the amounts of the Agreement at the end of the following period:

Payment 1 – [description]	[date]
Payment 2 - [description]	[date]
Payment 3 - [description]	[date]

Payment term applying to Supplier invoices (as per Section 4 of the Agreement):

Payment term (expressed in calendar days)	30 days
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Term of the Agreement (as per Section 10 of the Agreement):

In application of Section 10.1. of the Agreement, the Effective Date on which the Agreement starts and the Termination Date on which the Agreement shall terminate automatically are set forth below:

Effective Date (start of the Agreement)	Termination Date (i.e. date on which the last Service is expected to be delivered and paid)
[starting date of the contract]	[end date of the contract]

1.2 Tenders submission form

Tender Submission Form

for the procedure of “.....[title of the procurement procedure]”

1. Tender submitted by

Name of legal entity	
Registered address	
Tax registration number	

2. Contact person

Name	
Address	
Telephone	
E-mail address	

3. Statement

I, <name>, the undersigned, being the authorised signatory of the above tenderer [for consortiums, this must include all consortium members], hereby declare that we have examined and accept without reserve or restriction the entire content of the tender documentation for the above procurement procedure. We offer to provide the services requested in the tender documentation on the basis of the following, which comprise our financial offer and our technical offer [if applicable]:

Award criteria	Tenderer's Offer
-----------------------	-------------------------

<p>Financial offer:</p> <p><presented in EUR (net amount, excl. VAT)></p>	<p>net X EUR</p>
<p><Technical offer: (if applicable)></p> <p><e.g. presented in number of years of experience></p> <p>e.g.:</p> <ul style="list-style-type: none"> • name and professional capacity of Expert 1 (according to RFP 4.2 a) ii) • name and professional capacity of Expert N (according to RFP 4.2 a) ii) 	<p>e.g.:</p> <ul style="list-style-type: none"> • Expert 1: • XY – X years of experience • Expert N: • XY – X years of experience

1.3 Tenders declaration form

<Date>

<Name and address of Contracting Authority >

Subject: <Please include here the title of the procurement procedure>

TENDERER'S DECLARATION

Dear Sir/Madam,

In response to your letter of invitation for the above contract I, < Name and position of authorised representative of the firm>, hereby declare that we:

are submitting this tender for this contract. We confirm that we are not participating in any other tender for the same contract in any form (as in a consortium or as an individual candidate);

we also confirm that we 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'). We will inform the Contracting Authority immediately if there is any change in the above circumstances at any stage during the implementation of the tasks;

we accept that during the implementation of the contract and for four years after the completion of the contract, the supplier must keep confidential any data, documents or other material that is identified as confidential at the time it is disclosed ('confidential information').

we accept that during the implementation of the contract and for four years after the completion of the contract, the Contracting Authority has the right for the purposes of safeguarding the its financial interests, the proposal and the contract of the supplier may be transferred to internal as well as external audit services.

We understand that if the information provided is proved false, the award may be considered null and void.

Yours faithfully,

<Signature of authorised representative>