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Call for Request for Proposal

**EIT Urban Mobility –** **Pool of Online Courses on Urban Mobility Project Suppliers**

**EIT Urban Mobility - Mobility for more liveable urban spaces**

EIT Urban Mobility

**Barcelona | 5th December 2024**

[**eiturbanmobility.eu**](http://www.eiturbanmobility.eu)

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Annexes

## Annex 1 – Request for Proposal – Pool of Online Courses on Urban Mobility Project Suppliers

By completing and submitting the present “Pool of Online Courses on Urban Mobility Project Suppliers” Request for Proposals (RFP) form, you are applying to become a reserve supplier for EIT Urban Mobility.

The Request for Proposals form will help ensure EIT Urban Mobility choses the right suppliers for the right tasks.

Key Details:

* Work Packages: Suppliers can apply for one or more Work Packages.
* Evaluation: Each Work Package will be evaluated separately. If you wish to apply for multiple work packages, submit a single application addressing each package individually.
* Selection Criteria: All RFP submissions will be assessed based on specific selection criteria to ensure EIT Urban Mobility selects the most suitable suppliers.

In the Request for Proposal form you will be requested to provide:

1. The technical response to the services requested (see Section 2.2: ’Detailed scope of work’). The technical proposal must include:
   1. The evidence that qualifies for each award criteria (see below template)
   2. Any relevant documentation to confirm the technical capacity of the applicant, for example (list is not exhaustive):
      1. A presentation of the organisation’s experience and qualifications to meet the requirements detailed above in Section 2.1, Section 2.2. and Section 2.3 of the Request for Proposal.
      2. Examples of a similar service provided to other companies and the results achieved.
      3. Name and CVs (or bios) of all individuals involved in the service and a description of their involvement.
2. The financial offer (the price for the services.) must be presented in EUR.
   1. The price must be indicated as net amount, excl. VAT). There is no suggested template for the financial proposal.
   2. The Supplier shall be as exhaustive as possible in the financial offer, and, in the case of application to multiple Work Package, provide one financial offer per Work Package

The Supplier may use the template provided below to apply for one or more work packages or submit their own document, ensuring it includes the minimum required information.

**The entire document should then be saved as one single file in .pdf format.**

Completed Request for Proposal forms should be submitted to the EIT Urban Mobility Secretariat **by January 10th, 2025 at 16:00hrs CET** to [procurement@eiturbanmobility.eu](mailto:pmo@eiturbanmobility.eu).

Successful candidates can be contacted for work assignment from the moment they have a confirmation of Request for Proposal registration.

|  |  |
| --- | --- |
| **Name:** | **Surname:** |
| **Company:** | |
| **Nationality/ies:** | **Country of Residence:** |
| **Email:** | **Mobile:** |
| **Gender:** | **Mother Tongue/s:** |
| **Languages:** | **English (C1 min):** |
| **Professional Web Profile: (i.e. LinkedIn, ResearchGate)** | |

Technical offer (by Work Package)

**Work Package 1** - Online Course Development (80 points)

**PROFESSIONAL EXPERIENCE**

Demonstrated experience in leading online course development, with company-level portfolios, or individual CVs and an updated portfolio of relevant work.

Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:

**a) Developing or significantly contributing (playing a key role in a major part of course development or in smaller courses that together form a larger course) to the development of online courses using Articulate Suite as described in Section 2.2.**

* **10+ courses will receive 20 points**
* **5-9 courses will receive 10 points**
* **1-4 courses will receive 5 points**

Please provide evidence here.

**b) Developing or contributing significantly to online courses related to Urban Mobility or topics that impact urban mobility (e.g., social, or environmental issues) in the last 10 years:**

* **1 courses 1 points**
* **2-3 courses 5 points**
* **4+ courses 10 points.**

Please provide evidence here.

**c) Developing and designing courses in multi-language format.**

* **1-2 courses 1 points**
* **3-4 courses 5 points**
* **5+ courses 5 points.**

Please provide evidence here.

**d) Experience working with European entities.**

* **1-2 years 1 points**
* **3+ years 5 points**

Please provide evidence here.

**If the tender has proven experience with EIT Urban Mobility, providing examples of projects, there will receive an additional 10 bonus points.**

Please provide evidence here.

**QUALITY PROCESS**

Demonstrated ability to design, create, and deliver engaging learning experiences.

As evidence, please provide portfolios, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.

**a) Incorporating a variety of content formats (e.g., text, video, infographics, visual and interactive activities) demonstrated through examples.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**.

Please provide evidence here.

**b) Developing and designing accessible online educational material compliant with WCAG 2.1 AA standards.**

* ***If not demonstrated 0 points***
* ***If demonstrated 5 points.***

Please provide evidence here.

**c) Providing evidence of British English copywriting expertise**

* ***If not demonstrated 0 points***
* ***If demonstrated 5 points.***

Please provide evidence here.

**PROJECT MANAGEMENT**

Demonstrate the quality of the organization in production of the online courses.

As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.

**a) Description of the process to design and produce the online courses including the review expert/EIT process and risk management for handling delays, technical issues or unexpected challenges.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points.**

Please provide evidence here.

**b) Description of the tools used in pre-production to preview and give feedback of the all the course elements.**

* **If not demonstrated 0 points**
* **If demonstrated 5 points.**

Please provide evidence here.

**c) Description of the production (processes, tools and eventually management of specialized provider) used to create advanced elements and innovative/new features and technologies**

* **If not demonstrated 0 points**
* **If demonstrated 10 points.**

Please provide evidence here.

**Work Package 2** – Online course Video Production (60 points)

**PROFESSIONAL EXPERIENCE**

Demonstrated professional experience in support the video production of online courses, accompanied by an updated portfolio showcasing relevant work.

Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:

**a) Producing videos like online courses videos as described in Section 2.2, including pre-production, production, and post-production:**

* **1 years of experience 5 points**
* **2 years 10 points**

Please provide evidence here.

**b) Experience working with European entities.**

* **1-2 years of experience 1 points**
* **3+ years 5 points**

Please provide evidence here.

If the provider has proven experience with EIT Urban Mobility, providing examples of projects, there will receive an additional 10 bonus points.

Please provide evidence here.

**QUALITY PROCESS**

Demonstrated ability to deliver high-quality videos by incorporating effective quality assurance processes:

As evidence, please provide portfolios, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.

**a) Defining a structured review process for video production, including checkpoints for script approval, storyboarding, and final cuts.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points.**

Please provide evidence here.

**b) Describing measures to ensure consistency in video quality, including resolution, sound, and transitions, across multiple outputs.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points.**

Please provide evidence here.

**PROJECT MANAGEMENT**

Demonstrate the capacity to ensuring the quality of video production services.

As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.

**a) Providing a clear project timeline with detailed milestones and deliverables for the video production process.**

* **If not demonstrated 0 points**
* **If demonstrated 5 points.**

Please provide evidence here.

**b) Demonstrating capabilities (e.g., team skills, tools) and capacity (e.g., hours or FTEs) to deliver the services described**

* **If not demonstrated 0 points**
* **If demonstrated 5 points.**

Please provide evidence here.

**Work package 3** – Graphic Design (45 points) – Graphic design

**PROFESSIONAL EXPERIENCE**

Demonstrated professional experience in creation or update of graphic design elements for online courses, accompanied by an updated portfolio showcasing relevant work.

Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:

**a) Developing projects that involve the creative design and delivery of visuals or various support materials for online courses as outlined in Section 2.2.**

* ***1 year 1 points***
* ***2 years 10 points***
* ***3+ years 10 points.***

Please provide evidence here.

**b) Experience working with European entities.**

* ***1-2 years 1 points***
* ***3+ years 5 points***

Please provide evidence here.

**If the provider has proven experience with EIT Urban Mobility, providing examples of projects, there will receive an additional 10 bonus points**

Please provide evidence here.

**QUALITY PROCESS**

Demonstrated ability to deliver high-quality design outputs through effective quality control and creative processes:

As evidence, please provide portfolios, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.

**a) Providing a clear process for reviewing and refining graphic designs, including multiple revision rounds and client feedback incorporation.**

* **If not demonstrated 0 points**
* **If demonstrated 5 points.**

Please provide evidence here.

**b) Describing steps taken to ensure design consistency with branding guidelines and accessibility level compliant with WCAG 2.1 AA standards**

* **If not demonstrated 0 points**
* **If demonstrated 5 points.**

Please provide evidence here.

**PROJECT MANAGEMENT**

Demonstrated ability to manage graphic design projects effectively to ensure timely delivery and quality outputs:

As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.

**a) Providing a plan that includes timelines, resource allocation, and a review process for graphic design deliverables.**

* **If not demonstrated 0 points**
* **If demonstrated 5 points.**

Please provide evidence here.

**b) Demonstrating capabilities (e.g., team skills, tools) and capacity (e.g., hours or FTEs) to deliver the services described.**

* **If not demonstrated 0 points**
* **If demonstrated 5 points.**

Please provide evidence here.

**Work package 4** – Translation Services (85 points)

**PROFESSIONAL EXPERIENCE**

Demonstrated professional experience in the translation, review, and proofreading of eLearning course elements.

Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:

**a) Completing projects that involved the translation of subtitles for educational videos in minimum 5 European languages other than English:**

* ***1-2 projects 1 points***
* ***3-4 projects 10 points***
* ***5+ projects 20 points***

Please provide evidence here.

**b) Completing projects that involved translation of entire online courses to at least one European Language other than English:**

* ***1-2 projects 5 point***
* ***3+ projects 10 points***

Please provide evidence here.

**c) Completing translation projects related to Urban Mobility or topics that impact urban mobility (e.g., social or environmental issues) in the last 5 years.**

* ***1-2 projects 5 points***
* ***3+ projects 10 points***

Please provide evidence here.

**If the provider has proven experience with EIT Urban Mobility, providing examples of designs, there will receive an additional 10 points.**

Please provide evidence here.

**QUALITY PROCESS**

Demonstrated ability to deliver high-quality translation services.

As evidence, please provide files, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works)

**a) Providing a quality assurance process for translations, including terminology checks, proofreading, bilingual reviews.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**b) Describing tools and workflows for ensuring consistency across multilingual outputs, such as glossaries and translation memory software.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**c) Providing CVs of native translators specialized in Urban Mobility or similar fields for each languages outlined in Section 2.**

* **If not demonstrated 0 points**
* **If demonstrated 5 points**

Please provide evidence here.

**PROJECT MANAGEMENT**

Demonstrate the capacity to ensuring effective project management for translation services, focusing on timelines, team coordination, and quality assurance:

As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.

**a) Providing a timeline and workflow that outlines key milestones for translation, review, and delivery stages.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**b) Demonstrating an approach to managing translation teams, including allocation of tasks and maintaining consistency across multilingual outputs**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**Work Package 5 -** Live Course Facilitation Services (95 points)

**PROFESSIONAL EXPERIENCE**

Demonstrate professional experience in designing, producing, and delivering live learning sessions.

Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:

**a) Designing detailed live session plans tailored to diverse learner profiles**

* ***1-2 projects: 1 points***
* ***3-4 projects: 5 points***
* ***5+ projects: 10 points***

Please provide evidence here.

**b) Producing and facilitating live sessions using industry-standard tools/platforms, including accessibility measures (e.g., captions, sign language interpretation)**

* ***1-2 projects: 1 points***
* ***3-4 projects: 5 points***
* ***5+ projects: 10 points***

Please provide evidence here.

**c) Promoting and managing live learning events, including participant engagement and adherence to session schedules**

* ***1-5 projects: 1 points***
* ***5+ projects: 5 points***

Please provide evidence here.

**If the provider has proven experience with EIT Urban Mobility, providing examples of designs, there will receive an additional 10 bonus points.**

Please provide evidence here.

**QUALITY PROCESS**

Demonstrated ability to design, deliver, and manage engaging live learning sessions:

As evidence, please provide video files, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.

**a) Defining a structured plan for preparing live sessions, including rehearsals, technical checks, and content reviews.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**b) Describing methods to ensure participant engagement during live sessions, such as interactive activities, polling, or Q&A management.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**c) Providing a clear process for recording, editing, and sharing session recordings with participants, ensuring accessibility and professional standards.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**PROJECT MANAGEMENT**

Demonstrate the capacity to ensuring efficient project management for live activities, emphasizing coordination, scheduling, and technical readiness:

As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.

**a) Providing a detailed plan for the scheduling, preparation, and delivery of live sessions, including key milestones.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**b) Demonstrating strategy for managing resources and roles, including facilitators, technical support and backup personnel.**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

**c) Ensuring technical readiness, including tools and platforms, and implementing contingency plans for technical disruptions or challenges**

* **If not demonstrated 0 points**
* **If demonstrated 10 points**

Please provide evidence here.

Financial offer (by Work Package).

Please provide the Financial offer here.

* Work Package 1
* Work Package 2
* Work Package 3
* Work Package 4
* Work Package 5

## Annex 2 – Applicant’s declaration form

**Applicant’s declaration form**

<Date>

**Contracting Authority:**

EIT KIC Urban Mobility, s.l.

Carrer Pamplona, 104,

08018 Barcelona, Spain

VAT Number: B67513630

**Subject:** EIT Urban Mobility Request for Proposal – Pool of Online Courses on Urban Mobility Project Suppliers

I 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”). I will inform the Contracting Authority immediately if there is any change in the above circumstances at any stage during the implementation of the tasks;

I 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”).

I 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 its financial interests, the proposal and the contract of the supplier may be transferred to an internal as well as external audit services.

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

Yours faithfully,

<Signature of authorised representative>