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Request for Proposals

Pool of Online Courses on Urban Mobility Project Suppliers

EIT Urban Mobility - Mobility more liveable urban spaces

EIT Urban Mobility KIC LE (“Contracting Authority” or “CA”)

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Contents

1. Overview of EIT Urban Mobility	3
2. General Objectives and Scope of Work.....	4
2.1. General objectives.....	4
2.2. Detailed scope of work	5
2.3. Location, timing, planning and reporting.....	15
2.3.1 Start date & period of implementation	15
2.3.2 Location	16
2.3.3 Payment terms	16
2.4. Methodology of Work.....	18
2.5. Deliverables	18
3. Proposal Process.....	19
3.1. Proposal Schedule	19
3.2. Participation	19
3.3. Submission of proposal.....	19
3.4. Minimum requirements.....	20
3.5. Validity of the proposal.....	20
3.6. Additional information before the deadline for submitting proposals	21
3.7. Cost for preparing proposals	21
3.8. Ownership and confidentiality of proposals	21
3.9. Clarification related proposals.....	21
3.10. Negotiation about the submitted proposal	22
4. Evaluation of proposals.....	22
4.1. Exclusion criteria	22
4.2. Award criteria	23
4.3. Selection of the suppliers.....	32
4.4. Signature of contract(s)	32
4.5. Cancellation of the proposal procedure	32
4.6. Appeals / Complains.....	32
4.7. Ethics clauses / Corruptive practices.....	33
4.8. Safeguarding of EU’s financial interest	33

Annexes	34
1.1 . Annex 1 – Service Agreement	34
1.1 Tenders submission form	59
1.2 Tenders declaration form	61

1. Overview of 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 liveable.

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 liveable 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 EIT Urban Mobility S.L delivers breakthrough innovations to the market and breeds entrepreneurial talent for economic growth and improved quality of life in Europe. It does this by mobilising a pan-European ecosystem of European corporations, SMEs, start-ups, universities, and research institutes.

As a Knowledge and Innovation Community (KIC) of the European Institute of Innovation and Technology (EIT), the EIT Urban Mobility S.L is focused on entrepreneurship and is at the forefront of integrating education, research, and business by bringing together students, researchers, engineers, business developers and entrepreneurs. This is done in a pan-European network of Co-Location Centers (CLCs), 5 Limited Liability Companies respectively based in Germany, Czech Republic, Denmark, the Netherlands, and Spain and the EIT Urban Mobility Foundation.

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.

2. General Objectives and Scope of Work

2.1. General objectives

Within the EIT Urban Mobility Academy department, the Competence Hub aims to fill the Urban Mobility knowledge gap and make mobility more efficient and sustainable, by promoting systemic and behavioural change, with a strong innovation and entre/intrapreneurship focus. The Competence Hub is impact/market-oriented, focusing on capacity building to create and fill new jobs and on skill development to lead the transformation.

By the present procurement procedure, EIT KIC Urban Mobility S.L., hereby being referred to as “EIT UM”, is aiming to identify qualified experts, individuals, or companies (hereinafter referred to as "Suppliers", “Tenderer” and “Provider”), to support the Competence Hub's Digital Learning projects in 2025 and 2026. EIT Urban Mobility is primarily seeking skilled professionals who bring together diverse expertise to create high-quality online learning experiences, working in a collaborative environment.

EIT Urban Mobility is request proposals for suppliers to support the following work packages:

- Work Package 1 - Online Course Development (self-paced and blended)
- Work Package 2 - Additional Video Production for online courses (beyond the scope of WP 1)
- Work Package 3 - Additional Graphic Design elements for Learner User Experience Enhancement (beyond the scope of WP 1)
- Work Package 4 - Translation Services
- Work Package 5 - Live Course Facilitation Services

This procurement procedure is a multiple-winner procedure. Being selected as part of the pool of E-learning Suppliers does not guarantee project assignments. However, shortlisted candidates may be contracted by EIT Urban Mobility on a project-by-project basis, based on their specific expertise and the needs of the individual project regardless of the type of work package. The purpose of this agreement is to establish a readily available pool of qualified e-learning experts to support the ongoing activities of the Competence Hub.

Depending on the project requirements, suppliers may be responsible for the end-to-end project or specific activities. The exact tasks and scope of work for each project will be defined on a case-by-case basis during the project definition stage.

This procurement procedure is open to both freelancers and companies. To apply, Suppliers (individuals or companies) must demonstrate their ability to contribute to the objectives outlined in one or more work

packages specified in this Request for Proposal. Evaluation will be based on the criteria detailed in Section 4.2, including professional experience (through a submitted portfolio and/or curriculum vitae) and demonstration of quality of work and project management skills. Suppliers are encouraged to include any additional relevant information.

2.2. Detailed scope of work

Work Package 1 - Online Course Development (self-paced and blended)

This work package is intended for e-learning agencies to support the development of online courses published by the EIT Urban Mobility Competence Hub. Based on the identified needs of EIT Urban Mobility, the Competence Hub aims to:

1. Develop completely new courses.
2. Update, upgrade, or re-purpose existing content.

The specific tasks assigned will depend on the type of project and its delivery format (self-paced or blended) and will be defined at the start of each project according to the specific needs expressed by EIT Urban Mobility.

The Competence Hub will take into account the capability of the Supplier to include during the course creation process highly interactive elements and/or innovative features and technologies, aimed at enhancing the user's experience, fostering engagement in asynchronous courses and support the asynchronous course dissemination. Examples of such elements include, but are not limited to:

- Interactive Learning activities
- Interactive videos, such as 360-degree videos, Vyond animations, and video branching
- Interactive graphics elements designed to reinforce course objectives.

If the supplier identifies tools or software that EIT Urban Mobility currently doesn't use they should inform EIT Urban Mobility of the existence of such tools, EIT Urban Mobility will then assess the identified tools and, if necessary, proceed with acquisition.

The Supplier will be responsible for ensuring the quality of all deliverables at every stage of course production, as outlined below, and must adhere to the course specifications and branding guidelines provided by EIT Urban Mobility.

Full online course (self-paced)

The selected supplier will take the lead of the project with EIT Urban Mobility supervision throughout the entire online self-paced course production process, from initial design to final review, launch and post-publication evaluation. Some specific tasks, based on the nature of the topic or current market, might be defined at the beginning of each project based on the specific need's expresses by EIT Urban Mobility. Full

details on the requirements relative to this will be shared with the supplier once the proposal has been validated and before the signature of the Service Agreement.

The Supplier will collaborate with a Subject Matter Expert (SME) identified and contracted by EIT Urban Mobility in the content design of the course.

The supplier's responsibilities included in the new course creation will follow a six-phase structure outlined below. The course creation starts with a kick-off meeting organised by EIT Urban Mobility with the selected e-learning agency and SME(s). In this meeting all parties shall agree on a tentative plan for each phase of the project and outline the project definition that includes several aspects such as delivery mode, way of sharing the documents, technical requirements, legal requirements, design considerations and platform building.

- Phase 0. Project initiation (kick-off meeting)
- Phase 1. Analysis and definition
- Phase 2. Module 1 prototype
- Phase 3. Instructional Design & video preproduction
- Phase 4. Visual Development, video production and course Implementation
- Phase 5. Final Handover
- Phase 6. Course evaluation and improvement

Each phase of the project will include the following review process:

- The supplier shall ensure that the deliverables have been reviewed and validated by the SME before presentation to EIT Urban Mobility for approval on the date agreed during the kick-off meeting.
- The deliverables will be provided to EIT Urban Mobility by the deadline previously agreed to allow enough time for the review.
- EIT Urban Mobility, as necessary, will be able to give its feedback directly through this pre-production platform. The supplier will then implement the resulting changes in the pre-production platform for EIT Urban Mobility and the SME to review.
- The supplier shall attend a review meeting at the end of each phase, with EIT Urban Mobility and the SME. In the event that EIT Urban Mobility has any feedback, it will be implemented by the supplier in collaboration with the content expert who will then validate the updated version, and re-submit for final approval to EIT UM (a meeting will be scheduled only if necessary, based on the amount and importance of the feedbacks, before moving to the next stage). There is no limit of rounds of discussions.

The new course development project is the following:

1. Analysis and definition of the course.

In this phase, the supplier will facilitate discussions with the Subject Matter Expert (SME) through multiple Preliminary Knowledge Exchange Meetings to precisely define the course focus, structure, learning outcomes, and other essential details.

In collaboration with the SME, the supplier will identify primary content sources and gather the raw materials to be used. This phase includes desk research (primarily conducted by the SME) and culminates in the production of a comprehensive “Learning Path” document.

The Learning Path document is the deliverable and will detail the following:

- Course Audience: Define the target learners.
- Course Learning Objectives: Outline the goals and expected outcomes for learners.
- Course Structure: Develop a modular breakdown, including:
 - o Modules and lessons with specific learning outcomes and descriptions
 - o Learning resources and activities
 - o Identification and coordination of guest speakers/interviewees, if applicable

All deliverables must be approved by the SME before submission to EIT Urban Mobility and shared with EIT Urban Mobility at least two working days before the scheduled review meeting.

2. Prototype Module and check-point revision

The supplier must then produce a prototype of the first Module of the course in coordination with the content expert. The prototype must be aligned with EIT Urban Mobility course specifications (course narrative, format, accessibility practices, etc.) and elements agreed during the phase 1 (structure, learning objectives, audience etc.).

The deliverables are:

- The prototype module content in text format
- The visuals for the prototype (images, graphics, tables, animations, etc.)
- The videos scripts and main speaker draft video (interview or video)
- An infographic draft
- The module evaluation
- The prototype module assembled in a pre-production platform and including all the relevant assets mentioned above (we prefer for the provider to use its own pre-production platform. In case this is not possible, it should be detailed in the proposal).

All deliverables must be approved by the SME before submission to EIT Urban Mobility and shared with EIT Urban Mobility at least three working days before the scheduled review meeting.

This step is a checkpoint, that will be used by EIT Urban Mobility to decide if the quality of what has been produced is high enough to justify the production of the full course. If this is not the case and no palliative measures can be agreed upon, the production of the full course will be cancelled. The supplier will be compensated for the work undertaken to produce the prototype unit, based on the costs incurred by the supplier, provided these costs are fully detailed, justified, and reasonable.

3. Content creation of the entire course

Once the prototype of the first Module is approved by EIT Urban Mobility, the supplier will produce all of the content of the course in collaboration with the SME’s support and feedback, providing a detailed and proof-read script of the modules (text and draft of the other module assets). This implies that the prototype

module may be modified based on the development of the rest of the course and will be re-validated in phase 3 with the rest of the course.

All video scripts, storytelling, activities, animation description, video plan proposal and guest speaker's list must be included in the delivery.

The deliverables are:

- The course content in text format
- The video plan proposal, including a guest speaker list
- The videos scripts
- The infographics and downloadable documents ("job aid") draft
- The course activities and animation descriptions.
- The module evaluation
- The course final quiz

All deliverables must be approved by the SME before submission to EIT Urban Mobility and shared with EIT Urban Mobility at least five working days before the scheduled review meeting.

The supplier will ensure that the review/feedback work on each asset will be undertaken in the pre-production platform and organised firstly with the SME and, once it has been approved by the SME, send on to EIT Urban Mobility.

4. Visuals, interactions, and activities production

Once the course content has been fully approved by EIT Urban Mobility, the text (narrative) previously approved in phase 3 should be finalised and only be reviewed in case of inconsistency identified in phase 4.

The supplier will develop and assemble the entire course elements in the pre-production platform as approved by EIT Urban Mobility. The supplier will provide and create all relevant assets (visuals, infographics, animation, videos, activities and downable documents etc.).

The supplier will prepare and produce, and/or supervise, the entire cycle of video production (pre and post production included) of the approved videos which encompasses interviews with the SME, other expert interviews, and any additional approved video content. The design of intro/outro, music and other important aspects of all video assets must be approved by EIT Urban Mobility. If the supplier fails to request and/or obtain EIT Urban Mobility's approval for a specific audio-visual component of a video, any additional costs incurred from redoing the work must be borne by the supplier.

All EIT UM requirements related to the assets created in phase 4, including UMX branding guidelines and compliance with WCAG 2.1 AA accessibility standards, must be complied with.

The deliverables are:

- Preview links to all modules assembled in the pre-production platform including the visual assets (visuals, infographics, animation, activities and downable documents etc.)
- Preview links of all the videos in production platform including the video teaser

- Course landing page elements (title proposals, image, course description short and long, course objectives, audience, biography and photo of the course instructor, duration of the course, number of modules,
- Updated Learning path
- Possible marketing and promotion elements

All deliverables must be approved by the Content Expert before submission to EIT Urban Mobility and must be shared with EIT Urban Mobility at least five working days before the scheduled review meeting.

The supplier will ensure that the review/feedback work on each asset will be undertaken in the pre-production platform and organised firstly with the SME supervisor and then, once it has been approved by the SME, send on to EIT Urban Mobility.

5. Course handover

Once all the course assets have been validated by EIT Urban Mobility, the supplier will create and send a first Sharable Content Object Reference Model file (SCORM) to EIT UM to test the integration and navigation in the final platform. Once this is reviewed, the supplier will build the rest of SCORMs and EIT Urban Mobility will test each one of them as well as all external elements and activities that are not part of the SCORMs (assessments, quizzes, etc).

The deliverables are:

- Course SCORM (one for each module and the final quiz)
- Access to the pre-production platform files
- Course project definition updated
- Course texts in a word document
- Videos files including raw videos, videos projects files and videos exports (.mp4)
- Videos subtitles in English
- Infographics and visuals documents
- Animations original files and exports
- Quizzes and activities
- Copyright and asset register excel, including GDPR forms signed by content participants to the course (guest speakers)

The deadline for the handover is 5 working days following final approval of the course.

For more details about the Online Courses specifications and the UMX Branding Guideline, please make your request for same by email to procurement@eiturbanmobility.eu

6. Publishing and formal Launch

The SOC will be hosted, operated, and distributed through EIT Urban Mobility Competence Hub's own LMS platform/account. EIT UM Competence Hub is using a customised version of a WordPress-based platform (<https://urbanmobilitycourses.eu>) The upload and the execution of the SCORMs on EIT UM's WordPress LMS will be directly handled by EIT Urban Mobility. However, the supplier should support EIT UM with

minor amendments in the SCORM files for a period of 3 months after the launch/delivery of each course to make any needed changes to the course and SCORMs.

Specific online course activities (self-paced and blended)

In the case of a partial online course development (update, upgrade of an existing course, repurpose the content for a different delivery mode, spin-off etc.), the specific tasks will be defined at the beginning of each project based on the specific needs expressed by EIT Urban Mobility. The supplier must detail in the proposal the specific activities they will manage, along with the associated prices.

Responsibilities can include (this list is not exhaustive):

- Course / content analysis, evaluation, and research
- Course design (structure)
- Course development (instructional design)
- Course implementation (in pre-production platform)
- Video pre-production
- Video production
- Video post-production
- Graphism design
- Proofreading
- Course adaptation for a new platform or delivery mode
- Accessibility consultancy and remediation
- LUX enhancements and improvements (high interactivity features)
- Live session design
- Live session production and facilitation
- Webinar promotion and operation
- Translation other than EN

The suppliers may also add additional services that have not been identified above, provided they are relevant. Exceptionally, if the realisation of the project requested by EIT UM may require some additional services that have not been identified above, and thereby also be covered by the current procurement procedure.

Work Package 2 – Additional Video Production for online courses (beyond the scope of WP 1)

This work package is intended for Video Production provider to support the online course video production published by the EIT Urban Mobility Competence Hub.

In some cases, the supplier will collaborate with an e-learning agency, which will lead the project and coordinate the video production, as well as with an SME, both contracted by EIT Urban Mobility.

The online course videos may be produced in various formats (e.g., interviews, animations, street recordings, studio shoots, webinars, animated drawings, vlogs, live action), durations (1–10 minutes), and locations (within Europe or a specific location outside of Europe as required for the project). The supplier will be responsible for ensuring the quality of all deliverables at every production stage, as outlined below, and must adhere to the course specifications and branding guidelines provided by EIT Urban Mobility.

Each project will begin with a kick-off meeting, during which the supplier will actively participate and facilitate discussions to fully understand the specific goals, challenges, and requirements of the EIT Urban Mobility Competence Hub. This meeting will also allow the supplier to familiarize themselves with all EIT UM requirements, finalize the detailed scope of work, and formalize the working methods.

The proposal should demonstrate the supplier's ability to support the EIT Urban Mobility Competence Hub in achieving the objectives outlined in this Request for Proposals. It should clearly specify whether the supplier will support the Video Production Activities Package, Specific Video Production Activities, or both, based on their expertise, experience, and interest. Suppliers are encouraged to include any additional relevant information.

For each project, the Competence Hub seeks a supplier who can either manage the entire production process or handle a specific phase of it:

- Video production activities package (pre-production, production, post-production)
- Specific video production activities

Video production activity package (pre-production, production, post-production)

This package will include all activities related to pre-production, production, post-production, and project management of all the videos for one online course, under the supervision of EIT Urban Mobility or the e-learning agency. The supplier must detail in the proposal the specific services provided as part of this production process, along with the associated prices.

In this case, the proposal must include the following elements for review by the Competence Hub (this list is not exhaustive):

- Pre-production document, with the production plan, suggestions of b-rolls to illustrate the video topic, some information regarding the visual approach, some information regarding the equipment, or any other information the supplier and/or the Competence Hub believe is relevant.

- First version of the video, in a MP4 format. Several versions are to be expected, so the Competence Hub is able to provide the relevant feedback and the relevant changes/corrections are implemented by the supplier, so as to reach full validation by the Competence Hub.
- Additional, depending on agreement: Final video delivery with a .srt file with the English subtitles (to be provided in all cases, even if the interviewees are speaking in English). If the supplier cannot provide a suitable level of English in the subtitles, they will have to procure the support of an external translator at their own cost.
- Additional, depending on agreement: provide high-quality still images of the final video that illustrate the topic the best. These images will be used by the Competence Hub to create the thumbnails for the video.

Specific video production activities

The services and deliverables will be defined at the initiation of each project. The supplier must detail in the proposal the specific activities they will manage, along with the associated prices.

Here is a non-exhaustive list of services that the Competence Hub wishes to procure:

- Pre-production: ideation, topic research, script writing, shot list/storyboard creation, budget definition, interviewee identification and booking, location scouting, shooting permit request, equipment rental, video crew hiring, production schedule, transport and accommodation booking, etc.
- Production: filming interviews, b-rolls shooting, behind-the-scene images shooting, drone operating, drawing, etc.
- Post-production: video editing, sound editing, UMX graphics elements integration, motion graphics creation, translation (interviews, subtitles, etc.), proofreading, colour grading, VFX, thumbnail creation, social media video editing, accessibility features etc.
- Interactive videos
- Live sessions design, production, and facilitation
- Webinar promotion and operation

In both cases, the supplier may also add additional services that have not been identified above, provided they are relevant. Exceptionally, the production of specific videos may require some additional services that have not been identified above, and thereby also be covered by the current procurement procedure.

At the conclusion of each project, the video producer shall, within five working days after the final approval, deliver to EIT Urban Mobility all materials related to the video production, including but not limited to raw video footage, video project files, and final video exports in .mp4 format, as specified for each project.

Work Package 3 – Additional Graphic Design elements for Learner User Experience Enhancement (beyond the scope of WP 1)

This work package is aimed at Professional Graphic Designers who will support the enhancement of the Learner User Experience (LUX) by providing high-quality visual elements that align with both LUX and

accessibility standards. The work will ensure that all visual materials contribute to an engaging, user-friendly experience while meeting the expectations for accessibility.

The specific tasks and deliverables will be defined at the start of each project, based on the needs expressed by EIT Urban Mobility. The supplier must detail in the proposal the specific activities they will manage, along with the associated prices.

The proposal to be presented should demonstrate the supplier's ability to support EIT Urban Mobility Competence Hub to achieve the objectives set up in this Request for Proposals.

These tasks may vary depending on the project requirements but will generally include the following (this list is not exhaustive):

- New Video Post-production Activities: Creation and refinement of video content, ensuring it aligns with course objectives and LUX standards. This may involve animation, motion graphics, and advanced editing to improve the learner experience.
- Video Post-production Updates: Tasks may include rebranding videos to reflect updated content, changes in the course design, or updates in branding guidelines. This could also involve creating versioned content for different platforms or audiences.
- Creation of New Visuals or Infographics: Design of new static or interactive visuals, infographics, and diagrams that effectively communicate course content in a visually engaging and understandable way.
- Update of Visuals or Infographics: Reworking existing visuals or infographics to align with current course content, new branding, or updated accessibility standards. This may also involve simplifying visuals for enhanced clarity or effectiveness.
- Proofreading: Ensuring that all visual elements, including text within graphics and videos, are free of errors, grammatically correct, and clear in terms of communication.
- Course Adaptation for a New Platform or Delivery Mode: Reworking course visuals and media elements to be compatible with new delivery platforms or modes, such as mobile-responsive formats, or adapting content for blended learning formats.
- Accessibility Consultancy and Remediation: Providing expert advice on making visual and video content accessible to all users, including those with disabilities, ensuring compliance with WCAG standards. This may involve making adjustments to visual elements for colour contrast, font size, and alternative text for images.
- LUX Enhancements and Improvements: Supporting the improvement of Learner User Experience by introducing high-interactivity features, such as interactive videos, gamified elements, or adaptive visuals that increase engagement and usability.

The suppliers may also add additional services that have not been identified above, provided they are relevant. Exceptionally, if the realisation of the project requested by EIT UM may require some additional services that have not been identified above, and thereby also be covered by the current procurement procedure.

Work Package 4 - Translation Services

This work package focuses on ensuring multilingual accessibility for the courses offered by EIT Urban Mobility. It involves the translation of video subtitles, course content, and related materials to support learners in their native languages.

Tasks will be carried out with a high standard of linguistic and cultural adaptation to ensure relevance and usability for diverse audiences, and translation services may be provided utilizing different technologies (AI-powered Translation, human Translation or Hybrid Approaches).

The proposal to be presented should demonstrate the supplier's ability to support EIT Urban Mobility Competence Hub to achieve the objectives set up in this Request for Proposals. The specific tasks and deliverables will be defined at the start of each project based on the needs expressed by EIT Urban Mobility. The supplier must detail in the proposal the specific activities they will manage, along with the associated prices.

Responsibilities can include (this list is not exhaustive):

- Translation of video subtitles into selected languages, primarily Spanish (SP), Polish (PL), French (FR), Italian (IT), Portuguese (PT), Slovak (SK), Croatian (HR), Latvian (LV), Turkish (TK), and German (DE), ensuring subtitles maintain technical and cultural accuracy while aligning with the tone and style of the course.
- Translation of course content, including text-based materials, multimedia elements, supporting documents.
- Implementation of translated materials into the course and videos, ensuring smooth integration with existing formats and platforms.
- Proofreading and quality assurance of all translated content to meet formal British English standards (or target language norms) and EIT Urban Mobility's branding and style guidelines.
- Glossary creation to ensure consistency in terminology and phrasing across all translated materials by using translation memory tools and glossaries.
- Extracting and preparing raw content (e.g., video scripts, textual elements, and on-screen text) for translation workflows.
- Accessibility Compliance: Aligning translated materials with accessibility standards WCAG 2.1 - AA to ensure usability for all learners, including those with disabilities.
- Language Testing and Validation

The successful supplier shall demonstrate best practices in translation, including project management, robust content management systems, professional linguists specialized in Urban Mobility, and advanced technology for efficient and accurate delivery.

The supplier may also add additional services that have not been identified above, such as technical review, project management, proofreading of existing subtitles, terminology extraction, glossary creation or update, or any other relevant service, provided they are relevant. Exceptionally, if the realisation of the project requested by EIT UM may require some additional services that have not been identified above, and thereby also be covered by the current procurement procedure.

Work Package 5 - Live Course Facilitation Services

This work package focuses on the design, production, and delivery of Live Learning Sessions, including webinars, virtual workshops, and blended course components. The goal is to provide engaging, interactive, and professional live learning experiences that align with the educational objectives of EIT Urban Mobility. The successful implementation of this work package will enhance the live learning experience by offering professionally designed and expertly delivered sessions that foster interaction, participation, and knowledge retention.

The specific tasks and deliverables will be defined at the start of each project based on the needs expressed by EIT Urban Mobility. The supplier must detail in the proposal the specific activities they will manage, along with the associated prices.

Responsibilities can include (this list is not exhaustive):

- Live Session Design: Collaborate with course developers and subject matter experts to design detailed, audience-specific live session plans that include timing, interaction points, and activities tailored to learning outcomes and diverse learner profiles.
- Live Session Production and Facilitation: Organize and produce, including recording and editing, live sessions using industry-standard tools and platforms, manage technical aspects such as screen sharing, polls, breakout rooms, and live Q&A, facilitate smooth delivery with clear communication and active engagement, and provide backup support for technical issues to minimize disruptions, ensuring live sessions are accessible to participants with disabilities, including options for captions, sign language interpretation, or alternative formats.
- Webinar Promotion and Operation: Assist with pre-session promotion by creating invitations, reminders, and registration pages in line with EIT Urban Mobility branding, manage participant registration and onboarding, and operate webinars by overseeing participant interactions and ensuring adherence to session schedules.
- Reporting and Analysis (if applicable) Preparing and share reports on session attendance, engagement metrics, and participant feedback to inform continuous improvement.

The successful supplier shall demonstrate best practices including project management,.

The supplier may also add additional services that have not been identified above, provided they are relevant. Exceptionally, if the realisation of the project requested by EIT UM may require some additional services that have not been identified above, and thereby also be covered by the current procurement procedure.

2.3. Location, timing, planning and reporting

2.3.1 Start date & period of implementation

The intended start date is, at the latest, February 3rd, 2025. By the submission of a completed expression of interest application from EIT UM guarantees your registration into the Pool of Online Courses on Urban Mobility Project Suppliers data base. The registration will be valid for 36 months at the moment of

acceptance. The registration by itself does not guarantee the selection for an assignment will occur, however it is mandatory to be fully registered to become eligible for future selections.

2.3.2 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, and in adherence to the EIT Urban Mobility travel policy.

2.3.3 Payment terms

EIT Urban Mobility will pay the following service fee, per work package per year, as per the scope of work demanded. The amounts listed below are for 2025.

For 2026 and 2027, a 5% annual increase is currently planned to be applied each year to account for potential inflation or cost variations. Please note that only the work package amounts for 2025 are fully confirmed, and that the amounts for 2026 and 2027 will be subject to revision before the start of each respective year.

Work Package 1 - Online Course Development (self-paced and blended).

Available maximum fund for the Work Package 1 is 91,000 EUR (VAT excluded) in 2025.

The maximum available rate for a “full online course” project is €12,000 (VAT excluded) for the creation of one self-paced course. An additional €2,000 (VAT excluded) is allocated for extra tasks requested by EIT UM or additional activities deemed necessary by the Competence Hub.

This rate depends on the project type (full self-paced online course or specific online course activities outlined in Section 2.2). The supplier must detail in their proposal the specific activities they will manage, if applicable, along with the associated costs in the case of specific online course activities.

Work Package 2 – Additional Video Production for online courses (beyond the scope of WP 1)

Available maximum fund for the Work Package 2 is 15,000 EUR (VAT excluded) in 2025.

The maximum available rate for a “Video production activity package” is €5,000 (VAT excluded) for the entire video production of one online course, including pre-production and post-production.

This rate depends on the project type (“Video production package” or “Specific video production activities” outlined in Section 2.2), equipment, Video crew, Licensing of copyright and any other service that will be

identify during the pre-production phase. The supplier must detail in their proposal the specific activities they will manage, if applicable, along with the associated costs.

Work Package 3 - Graphic Design Support for Learner User Experience Enhancement:

Available maximum fund for the Work Package 3 is 8,000 EUR (VAT excluded) in 2025.

The maximum available rates for the services below are:

- Infographic (new design): 250€ (VAT excluded) /each maximum
- Infographic (re-design of the same content): 100€ (VAT excluded) /each maximum, including proofreading
- Video Post-production: 160€ (VAT excluded) /video maximum, including proofreading

This rate depends on each project requirement, equipment and any other service that will be identify during the pre-production phase. The supplier must detail in their proposal the specific activities they will manage, if applicable, along with the associated costs.

Work Package 4 - Translation Services.

Available maximum fund for the Work Package 4 is 40,000 EUR (VAT excluded) in 2025

The maximum available rates for the services below are:

- AI-powered Translation: 0.015€ (VAT excluded) /word maximum, depending on the language
- Human Translation: 0.13€ (VAT excluded) /word maximum, depending on the language
- Hybrid Approaches: 0.10€ (VAT excluded) /word maximum, depending on the language

This rates depends on each project requirement, languages and any other service that will be identify during. This rate depends on each project requirement, languages and any other service that will be identify during the project. The supplier must detail in their proposal the specific activities they will manage such as technical review, project management, proofreading of existing subtitles, terminology extraction, glossary creation or update, if applicable, along with the associated costs.

Work Package 5 - Live Course Facilitation Services.

Available maximum fund for the Work Package 5 is 15,000 EUR (VAT excluded) in 2025.

The maximum available rate per project is €5,000 (VAT excluded).

The supplier must detail in their proposal the specific activities they will manage, if applicable, along with the associated costs.

For all Work Packages, all payments shall be made upon the acceptance by EIT UM of the deliverables completed.

2.4. Methodology of Work

The supplier is requested to present the best operational structure for the management of the Work Package(s) they wish to apply to, including the relevant staff/expert(s) that are required to be involved for the successful completion of all deliverables and actions required.

The proposal should also include:

- 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.
- Examples of a similar service provided to other companies and the results achieved.
- Name and CVs (or bios) of all individuals involved in the service and a description of their involvement.

2.5. Deliverables

Deliverables per Work Packages.

1. Work Package 1 - Online Course Development (self-paced and blended)
 - a. Full online course (self-paced): see section 2.1
 - b. Specific online course activities (self-paced and blended): deliverables will be specified at contract level, depending on the service requested.
2. Work Package 2 – Additional Video Production for online courses (beyond the scope of WP 1)
 - a. Video production activity package: deliverables will be specified at contract level, depending on the service requested.
 - b. Specific video production activities: deliverables will be specified at contract level, depending on the service requested.
3. Work Package 3 - Additional Graphic Design elements for Learner User Experience Enhancement (beyond the scope of WP 1):

Deliverables will be specified at contract level, depending on the service requested.
4. Work Package 4 - Translation Services:

Deliverables will be specified at contract level, depending on the service requested.
5. Work Package 5 - Live Course Facilitation Services:

Deliverables will be specified at contract level, depending on the service requested.

3. Proposal Process

3.1. Proposal Schedule

	DATE
Sending of invitation to proposal to the potential supplier	5th December, 2024
Deadline for submitting proposal	10th January, 2025
Intended date of notification of award	21st January, 2025
Stand still period	10 days
Intended date of contract signature	1st February, 2025
Intended start date of the contract implementation	3rd February, 2025

3.2. Participation

Participation in this procedure is open to all interested participants.

3.3. Submission of proposal

Proposals are requested to be emailed in written form, **in English** to the following address until **the deadline of 10th January 2025, 16:00 Central European Time**, to:

Contact name: For the attention of Mrs Valérie Aubry, Digital Learning Project Officer, 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 10th January 2025, 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 counterproposals, if applicable, shall also become an integral part of any resulting contract.
- The tenderer represents that the individual submitting the natural or legal entity's proposal is duly authorized to bind its entity to the proposal as submitted. The tenderer also affirms that it has read the 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.

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 Mrs Valérie Aubry, Digital Learning Project Officer at EIT URBAN MOBILITY.

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 its 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:

Work Package 1 - Online Course Development (90 points)

DESCRIPTION	SCORE
<p>PROFESSIONAL EXPERIENCE</p> <p>Demonstrated experience in leading online course development, with company-level portfolios, or individual CVs and an updated portfolio of relevant work.</p> <p>Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:</p> <p>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.</p> <ul style="list-style-type: none"> ➤ 10+ courses will receive 20 points ➤ 5-9 courses will receive 10 points ➤ 1-4 courses will receive 5 points <p>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:</p> <ul style="list-style-type: none"> ➤ 4+ courses 10 points ➤ 2-3 courses 5 points ➤ 1 courses 1 points <p>c) Developing and designing courses in multi-language format.</p> <ul style="list-style-type: none"> ➤ 5+ courses 5 points ➤ 3-4 courses 5 points ➤ 1-2 courses 1 points <p>d) Experience working with European entities.</p>	<p>Max. 50 points</p>

<ul style="list-style-type: none"> ➤ 3+ years 5 points ➤ 1-2 years 1 points <p>If the tender has proven experience with EIT Urban Mobility, providing examples of projects, there will receive an additional 10 bonus points</p>	
<p>QUALITY PROCESS</p> <p>Demonstrated ability to design, create, and deliver engaging learning experiences.</p> <p>As evidence, please provide portfolios, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.</p> <p>a) Incorporating a variety of content formats (e.g., text, video, infographics, visual and interactive activities) demonstrated through examples.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points. <p>b) Developing and designing accessible online educational material compliant with WCAG 2.1 AA standards.</p> <ul style="list-style-type: none"> ➤ <i>If not demonstrated 0 points</i> ➤ <i>If demonstrated 5 points.</i> <p>c) Providing evidence of British English copywriting expertise</p> <ul style="list-style-type: none"> ➤ <i>If not demonstrated 0 points</i> ➤ <i>If demonstrated 5 points.</i> 	<p>Max. 20 points</p>
<p>PROJECT MANAGEMENT</p> <p>Demonstrate the quality of the organization in production of the online courses.</p> <p>As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.</p> <p>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.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points. <p>b) Description of the tools used in pre-production to preview and give feedback of the all the course elements.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 5 points. <p>c) Description of the production (processes, tools and eventually management of specialized provider) used to create advanced elements and innovative/new features and technologies</p>	<p>Max. 20 points</p>

<ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points. 	
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Work Package 2 – Online course Video Production (60 points)

DESCRIPTION	SCORE
<p>PROFESSIONAL EXPERIENCE</p> <p>Demonstrated professional experience in support the video production of online courses, accompanied by an updated portfolio showcasing relevant work.</p> <p>Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:</p> <p>a) Producing videos similar to online courses videos as described in Section 2.2, including pre-production, production, and post-production:</p> <ul style="list-style-type: none"> ➤ 3+ years 15 points ➤ 2 years 10 points ➤ 1 years of experience 5 points <p>b) Experience working with European entities.</p> <ul style="list-style-type: none"> ➤ 3+ years 5 points ➤ 1-2 years of experience 1 points <p>If the provider has proven experience with EIT Urban Mobility, providing examples of projects, there will receive an additional 10 bonus points.</p>	<p>Max. 30 points</p>
<p>QUALITY PROCESS</p> <p>Demonstrated ability to deliver high-quality videos by incorporating effective quality assurance processes:</p> <p>As evidence, please provide portfolios, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.</p> <p>a) Defining a structured review process for video production, including checkpoints for script approval, storyboarding, and final cuts.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points. 	<p>Max. 20 points</p>

<p>b) Describing measures to ensure consistency in video quality, including resolution, sound, and transitions, across multiple outputs.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points. 	
<p>PROJECT MANAGEMENT</p> <p>Demonstrate the capacity to ensuring the quality of video production services.</p> <p>As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.</p> <p>a) Providing a clear project timeline with detailed milestones and deliverables for the video production process.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 5 points. <p>b) Demonstrating capabilities (e.g., team skills, tools) and capacity (e.g., hours or FTEs) to deliver the services described</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 5 points. 	<p>Max. 10 points</p>

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

DESCRIPTION	SCORE
<p>PROFESSIONAL EXPERIENCE</p> <p>Demonstrated professional experience in creation or update of graphic design elements for online courses, accompanied by an updated portfolio showcasing relevant work.</p> <p>Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:</p> <p>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.</p> <ul style="list-style-type: none"> ➤ <i>3+ years 10 points</i> ➤ <i>2 years 10 points</i> ➤ <i>1 year 1 points</i> <p>b) Experience working with European entities.</p>	<p>Max. 25 points</p>

<ul style="list-style-type: none"> ➤ 3+ years 5 points ➤ 1-2 years 1 points <p>If the provider has proven experience with EIT Urban Mobility, providing examples of projects, there will receive an additional 10 bonus points</p>	
<p>QUALITY PROCESS</p> <p>Demonstrated ability to deliver high-quality design outputs through effective quality control and creative processes:</p> <p>As evidence, please provide portfolios, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.</p> <p>a) Providing a clear process for reviewing and refining graphic designs, including multiple revision rounds and client feedback incorporation.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 5 points. <p>b) Describing steps taken to ensure design consistency with branding guidelines and accessibility level compliant with WCAG 2.1 AA standards</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 5 points. 	<p>Max. 10 points</p>
<p>PROJECT MANAGEMENT</p> <p>Demonstrated ability to manage graphic design projects effectively to ensure timely delivery and quality outputs:</p> <p>As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.</p> <p>a) Providing a plan that includes timelines, resource allocation, and a review process for graphic design deliverables.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 5 points. <p>b) Demonstrating capabilities (e.g., team skills, tools) and capacity (e.g., hours or FTEs) to deliver the services described.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 5 points. 	<p>Max. 10 points</p>

Work package 4 – Translation Services (85 points)

DESCRIPTION	SCORE
<p>PROFESSIONAL EXPERIENCE</p> <p>Demonstrated professional experience in the translation, review, and proofreading of eLearning course elements.</p> <p>Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:</p> <p>a) Completing projects that involved the translation of subtitles for educational videos in minimum 5 European languages other than English:</p> <ul style="list-style-type: none"> ➤ <i>5+ projects 20 points</i> ➤ <i>3-4 projects 10 points</i> ➤ <i>1-2 projects 1 points</i> <p>b) Completing projects that involved translation of entire online courses to at least one European Language other than English:</p> <ul style="list-style-type: none"> ➤ <i>3+ projects 10 points</i> ➤ <i>1-2 projects 5 point</i> <p>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.</p> <ul style="list-style-type: none"> ➤ <i>3+ projects 10 points</i> ➤ <i>1-2 projects 5 points</i> <p>If the provider has proven experience with EIT Urban Mobility, providing examples of designs, there will receive an additional 10 points.</p>	<p>Max. 40 points</p>
<p>QUALITY PROCESS</p> <p>Demonstrated ability to deliver high-quality translation services.</p> <p>As evidence, please provide files, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.)</p> <p>a) Providing a quality assurance process for translations, including terminology checks, proofreading, bilingual reviews.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points 	<p>Max. 25 points</p>

<p>b) Describing tools and workflows for ensuring consistency across multilingual outputs, such as glossaries and translation memory software.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points <p>c) Providing CVs of native translators specialized in Urban Mobility or similar fields for each language outlined in Section 2.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 5 points 	
<p>PROJECT MANAGEMENT</p> <p>Demonstrate the capacity to ensuring effective project management for translation services, focusing on timelines, team coordination, and quality assurance:</p> <p>As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.</p> <p>a) Providing a timeline and workflow that outlines key milestones for translation, review, and delivery stages.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points <p>b) Demonstrating an approach to managing translation teams, including allocation of tasks and maintaining consistency across multilingual outputs</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points 	<p>Max. 20 points</p>

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

DESCRIPTION	SCORE
<p>PROFESSIONAL EXPERIENCE</p> <p>Demonstrate professional experience in designing, producing, and delivering live learning sessions.</p>	

<p>Based on the evidence of demonstrated experience provided the tenderer will be scored in the below sub-sections as follows:</p> <p>a) Designing detailed live session plans tailored to diverse learner profiles</p> <ul style="list-style-type: none"> ➤ 5+ projects: 10 points ➤ 3-4 projects: 5 points ➤ 1-2 projects: 1 points <p>b) Producing and facilitating live sessions using industry-standard tools/platforms, including accessibility measures (e.g., captions, sign language interpretation)</p> <ul style="list-style-type: none"> ➤ 5+ projects: 10 points ➤ 3-4 projects: 5 points ➤ 1-2 projects: 1 points <p>c) Promoting and managing live learning events, including participant engagement and adherence to session schedules</p> <ul style="list-style-type: none"> ➤ 5+ projects: 5 points ➤ 1-5 projects: 1 points <p>If the provider has proven experience with EIT Urban Mobility, providing examples of designs, there will receive an additional 10 bonus points.</p>	<p>Max. 35 points</p>
<p>QUALITY PROCESS</p> <p>Demonstrated ability to design, deliver, and manage engaging live learning sessions:</p> <p>As evidence, please provide video files, screenshots, samples, case studies, user testimonials, certifications, or any relevant documentation of relevant works.</p> <p>a) Defining a structured plan for preparing live sessions, including rehearsals, technical checks, and content reviews.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points <p>b) Describing methods to ensure participant engagement during live sessions, such as interactive activities, polling, or Q&A management.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points <p>c) Providing a clear process for recording, editing, and sharing session recordings with participants, ensuring accessibility and professional standards.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points 	<p>Max. 30 points</p>

<ul style="list-style-type: none"> ➤ If demonstrated 10 points 	
<p>PROJECT MANAGEMENT</p> <p>Demonstrate the capacity to ensuring efficient project management for live activities, emphasizing coordination, scheduling, and technical readiness:</p> <p>As evidence, please provide files, screenshots, case studies, examples, project reports, certifications, or any other relevant documentation.</p> <p>a) Providing a detailed plan for the scheduling, preparation, and delivery of live sessions, including key milestones.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points <p>b) Demonstrating strategy for managing resources and roles, including facilitators, technical support and backup personnel.</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points <p>c) Ensuring technical readiness, including tools and platforms, and implementing contingency plans for technical disruptions or challenges</p> <ul style="list-style-type: none"> ➤ If not demonstrated 0 points ➤ If demonstrated 10 points 	<p>Max. 30 points</p>

The applicable award criteria will be weighted as follows:

- A. Technical content: 70%
- B. Financial offer: 30%

Aggregate evaluation and scoring:

- A. Technical content (maximum weighted score: 70%)
 - Evaluation of the technical content will be carried out following the below sub-criteria:
 - I. Technical capacity of the Tenderer (maximum score: 375)
- B. Financial offer (maximum weighted score: 30%)
 - 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 (40), 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 70%/30% basis, i.e.

Total technical score: max. 375 (weight: 70%)

Total financial score: max. 40 (weight: 30%)

Total score: max 274.5 (total technical score x 0,7 + total financial score x 0,3)

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 KIC URBAN MOBILITY S.L.U, a private limited company, having its registered office and place of business at Carrer de Pamplona, 104, 08018, Barcelona, Spain, with VAT number B67513630, legally represented herein by Francisco Ibáñez, acting as CFO of the company (hereinafter referred to as “EIT UM”)

and

[·] a private limited company, having its registered office and place of business at [·], with company registration number [·] and VAT number [·] legally represented herein by [·] acting as legal representative (hereinafter referred to as the “Supplier”).

Hereinafter jointly referred to as the “Parties” or individually as a “Party”.

WHEREAS:

- I. EIT UM is an entity that aims to encourage positive changes in the way people move around cities in order to make them more liveable places by creating systemic solutions that will move more people around the city more efficiently and free up public space, ringing all key players in urban mobility together to avoid fragmentation, and engaging cities and citizens from the beginning, giving them the opportunity to become true agents of change.
- II. EIT UM has launched a tender for the provision of [...] (the “Tender”).
- III. Supplier is a company specialized in the field of the Tender.

- IV. Supplier has been awarded the Tender and therefore Supplier is willing and able to provide the services specified in Annex 1 to EIT UM (the "**Services**") under the terms and conditions set forth 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, as well as the Tender.

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.

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 EIT UM. 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 (as described in Article 0 below), 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 fifteen (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 five (5) calendar 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:

- (a) mutually agreed in writing, and
- (b) the need for modification has been brought about by circumstances which a diligent contracting entity could not foresee; and
- (c) the modification does not alter the overall nature of the contract; and
- (d) 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
- (e) 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 Supplier
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 Article 0 corresponding to the delivered Services, after acceptance of such Services by EIT UM.

Further, Supplier may only charge the amounts under Article 0 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:

- (a) the name and address of Supplier
- (b) the VAT identification number of Supplier
- (c) the VAT identification number of EIT UM
- (d) the name and address of EIT UM
- (e) the invoice number
- (f) the invoice date
- (g) the date on which the Services were supplied (provided EIT UM has accepted them pursuant to this Agreement)
- (h) the quantity and type of goods supplied (if applicable)
- (i) the nature and type of Services supplied
- (j) 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 Article 0, Supplier may charge the amounts under Article 0, 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 Article 0 shall apply to each regular invoice.

The payment term applying to Supplier invoices fulfilling the requirements of this 0 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 (as described in Article 0 below), 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 Articles 0 and 0, 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 Article 0, 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. 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 Article 0, 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 "**Affiliates**" 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 (as specified in Annex I) 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 Supplier, 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 EIT UM 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:

- (a) comply with all privacy and data protection law and regulations applicable to its Services;
- (b) 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;
- (c) maintain the security, confidentiality, integrity, and availability of the Personal Data;
- (d) 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
- (e) promptly inform EIT UM of any actual or suspected security incident involving the Personal Data.

Without prejudice to the above, where Supplier in the performance of the Agreement processes Personal Data, the Parties also execute the data processing agreement attached as [Annex 2](#).

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 O.

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 O.

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 Article O, 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 Article 0, 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 (as 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 (the “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:

- (a) 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
- (b) EIT UM, in its reasonable discretion, determines that Supplier is not able to perform the Services as required; or
- (c) Supplier fails to provide EIT UM with adequate assurance of performance following request by EIT UM; or
- (d) Supplier files a petition for bankruptcy or is declared bankrupt; or
- (e) Supplier has become unable to pay its debts as they fall due or make any special arrangement(s) or composition with its creditors;
- (f) Supplier enters into voluntary or judicial liquidation;
- (g) the business of Supplier ceases to exist or control, or ownership is taken over by a third party;
- (h) 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 fourteen (14) calendar days written notice to EIT UM, terminate the Agreement if EIT UM:

- (a) Fails for more than one hundred twenty (120) calendar days to pay Supplier the amounts due after the expiration of the payment term stated in 0 or
- (b) Consistently fails to meet its material obligations after repeated reminders; or
- (c) Suspends the progress of the Services or any part thereof for more than ninety (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 to transfer the tender proposal and the Agreement with Supplier to: (i) internal audit services; (ii) the EIT; (iii) the European Court of Auditors; (iv) the Financial Irregularities Panel or; (v) the European Anti-Fraud Office, for the purposes of 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 Supplier 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 immediately terminate the Agreement by written notice to Supplier 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 city 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 Article 0 applies. Supplier hereby waives all defences of lack of personal jurisdiction and forum non-convenience.

If so chosen by EIT UM in accordance with Article 0, 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 (ICC), 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 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 Article 0.

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

Drawn up on [DATE]

EIT KIC URBAN MOBILITY, S.L.

Francisco Ibáñez

CFO

[company name]

[name of representative]

[position of representative]

Annex 1 to the Services Agreement

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 Article 0 of the Agreement) and detailed description of the types of Services and Deliverables (as per Article 0 of the Agreement) covered by the Agreement:

- Task 1
- Task 2

Price of the Services (as per 0 of the Agreement):

Services	Price
[Subject of the services]	[(Unit) price of the services]

Charging the compensation to EIT UM (as per Article 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 Article 4 of the Agreement):

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

In application of Article 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]

Annex 2 to the Services Agreement

Data Processing Agreement

- I. The processing of personal data is subject to Regulation (EU) 2016/679 of the European Parliament and Council regarding the protection of individuals in respect of the processing of their personal data and of the free circulation of such data (hereinafter referred to as “GDPR”) and the Spanish Organic Law 3/2018, of 5th December, on Personal Data Protection and Guarantee of Digital Rights.
- II. The Parties have determined to enter into this data processing agreement (hereinafter referred to as the “**Data Processing Agreement**”) having due regard to Article 28 of the GDPR.
- III. This Data Processing Agreement is an integral part to the service agreement agreed between the Parties (hereinafter referred to as the “**Agreement**”)
- IV. In the course of providing the services, the Supplier as “**Data Processor**” may process personal data on behalf of EIT UM (hereinafter referred to as: “**Personal Data**”). Therefore, the Parties agree to comply with the following provisions with respect to any Personal Data, each acting reasonably and in good faith.

NOW IT IS HEREBY AGREED as follows:

1. Purpose of the Processing Engagement.

1.1 The purpose of this Data Processing Agreement is to establish the conditions under which during the provision of services the Data Processor shall be responsible for the processing of the Personal Data contained in some databases owned by the EIT UM and/or the Personal Data collected from data subjects, in order to be able to fulfill with the Agreement obligations. In no case the Data Processor may use the data to its own purposes.

2. Processing of EIT UM’s Personal Data

2.1 EIT UM instructs the Data Processor to process EIT UM’s Personal Data.

2.2 The Data Processor shall:

- 2.2.1 Comply with all applicable data protection laws in the processing of EIT UM's Personal Data;
- 2.2.2 Not process EIT UM's Personal Data other than on the relevant EIT UM's documented instructions and only for the purpose of providing the services under the Agreement. If the Data Processor considers that any of the instructions infringes the GDPR or any other data protection regulation, the Data Processor shall immediately inform EIT UM.
- 2.2.3 In the event that the Data Processor needs to process Personal Data of any data subject on behalf of the EIT UM, the Data Processor shall comply with the GDPR in the collection of any such data, including collecting the data subjects express consent, where applicable and if so instructed by EIT UM. Upon EIT UM requirement, the Data Processor shall use the consent form provided by EIT UM.
- 2.2.4 Describe the specifications of the processing: subject-matter, duration nature and purpose of the processing, the type of personal data, categories of data subjects and the subcontracted processing, according to **Exhibit A**.
- 2.2.5 If applicable, keep a written record of all categories of processing activities carried out on behalf of EIT UM according to art. 30.5 of the GDPR, containing:
- The name and contact details of the Data Processor and sub-processors and each person in charge of the processing.
 - The categories of processing carried out on behalf of each responsible.
 - If applicable, transfers of Personal Data to a third country or international organisation, including the identification of that third party country or international organization and, in the case of transfers referred to in the second subparagraph of Article 49 (1) of the GDPR, the documentation of adequate guarantees.
 - An overview of the technical and organizational measures of security relating to:
 - Pseudonymization and encryption of Personal Data.
 - The ability to ensure the permanent confidentiality, integrity, availability and resilience of processing systems and services.
 - The ability to restore availability and access to Personal Data quickly, in the event of a physical or technical incident.

- The process of regular verification, evaluation, and valuation of the effectiveness of technical and organisational measures to guarantee the security of the treatment.

2.2.6 Not to communicate the Personal Data to third parties, except with the express authorisation of the Data EIT UM, in the legally admissible cases.

The Data Processor may communicate the Personal Data to other processors of the same EIT UM, in accordance with EIT UM's instructions. In this case, EIT UM shall identify, in advance and in writing, the entity to which the data must be communicated, the data to be communicated and the security measures to be applied for the communication.

3. Data Processor Personnel

3.1 The Data Processor shall take reasonable steps to ensure the reliability of any employee, agent or contractor of any sub-contracted processor who may have access to EIT UM's Personal Data, ensuring in each case that access is strictly limited to those individuals who need to know or access the relevant EIT UM's Personal Data, as strictly necessary for the purposes of the Agreement, and to comply with the applicable laws in the context of that individual's duties to the sub-processor, ensuring that all such individuals are subject to confidentiality undertakings or professional or statutory obligations of confidentiality.

4. Security

- 4.1** Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, the Data Processor shall in relation to EIT UM's Personal Data implement appropriate technical and organizational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1) of the GDPR.
- 4.2** In assessing the appropriate level of security, Data Processor shall take account the risks that are presented by the processing, in particular from a Personal Data breach.
- 4.3** In any case, the Data Processor shall implement mechanisms to:
- Ensure the continued confidentiality, integrity, availability and resilience of processing systems and services.

- Restore availability and access to Personal Data in a timely manner in the event of a physical or technical incident.
- Verify, evaluate and assess, on a regular basis, the effectiveness of the technical and organizational measures in place to the security of the processing.
- Pseudonymize and encrypt Personal Data, where appropriate.
- Designate a data protection officer and communicate his/her identity and contact details to the EIT UM, where appropriate.

5. Outsourcing

- 5.1 The Data Processor shall not outsource the provision of any of the services to be performed under this Data Processing Agreement which involve the processing of Personal Data, except for ancillary services needed for the normal operation of the Data Processor's services.
- 5.2 When it is necessary to outsource any processing, EIT UM shall be informed by written means of this fact in writing 15 days in advance, and receive an indication of the processing that is intended to be outsourced and identify clearly and unambiguously the subcontractor and its contact details. The outsourcing may be undertaken only if the EIT UM approves it.
- 5.3 The subcontractor, who will also be a processor, shall be obliged to comply with the Data Processor's obligations under this Data Processing Agreement and with any instructions issued by the EIT UM. It is the Data Processor's responsibility to regulate the new relationship so that the subcontractor may be subject to the same conditions (instructions, obligations, security measures, etc.) and the same formal requirements as the Data Processor regarding the proper processing of Personal Data and the safeguarding of the rights of data subjects. In the event of non-compliance on the part of the subcontractor, the Data Processor will remain fully liable to the EIT UM.

6. Data Subject Rights

- 6.1 Taking into account the nature of the processing, the Data Processor shall assist EIT UM by implementing appropriate technical and organizational measures, in so far as this is possible, for the fulfilment of EIT UM's obligations, as reasonably understood by EIT UM, in responding to the exercise of the rights of:
- Access, rectification, erasure and objection.
 - Limitation of processing

- Data portability
- Not to be subject to automated individualized decisions (including profiling).

6.2 When the data subjects exercise their rights, the Data Processor must communicate this by e-mail to the address indicated by EIT UM. The communication must be made immediately and in no case later than the working day following receipt of the request, together, where appropriate, with other information that may be relevant for resolving the request.

7. Personal Data Breach

7.1 The Data Processor shall notify EIT UM without undue delay upon becoming aware of a Personal Data breach affecting EIT UM's Personal Data, providing EIT UM with sufficient information to allow EIT UM to meet any obligations to report or inform data subjects of the Personal Data breach under the data protection laws.

7.2 The Data Processor shall co-operate with EIT UM and take reasonable commercial steps as are directed by EIT UM to assist in the investigation, mitigation and remediation of each such Personal Data breach.

7.3 If available, the following information, as a minimum, shall be provided:

- a) Description of the nature of the Personal Data breach, including, where possible, the categories and approximate number of data subjects affected;
- b) The name and contact details of the data protection officer or other point of contact from whom further information may be obtained;
- c) Description of the possible consequences of the Personal Data breach;
- d) Description of the measures taken or proposed to be taken to remedy the Personal Data breach, including, where appropriate, the measures to mitigate the possible negative effects;

If and to the extent that it is not possible to provide the information at the same time, the information shall be provided in a phased manner without undue delay.

8. Data Protection Impact Assessment and Prior Consultation

- 8.1 The Data Processor shall provide reasonable assistance to EIT UM with any data protection impact assessments, and prior consultations with supervising authorities or other competent data privacy authorities, which EIT UM reasonably considers to be required by article 35 or 36 of the GDPR or equivalent provisions of any other data protection law, in each case solely in relation to processing of EIT UM's Personal Data by, and taking into account the nature of the processing and information available to the subcontractors.

9. Deletion or return of EIT UM's Personal Data

- 9.1 Processor shall promptly and in any event within 10 business days of the date of cessation of any services involving the processing of EIT UM's Personal Data, delete and procure the deletion of all copies of those EIT UM's Personal Data.
- 9.2 However, the Processor may keep a copy of the data, with the data duly blocked, for as long as liability may arise from the performance of the service.
- 9.3 Processor shall provide written certification to EIT UM that it has fully complied with this section 9 within 10 business days of the cessation date.

10. Audit rights

- 10.1 The Data Processor shall make available to EIT UM, upon request, all information necessary to demonstrate compliance with this Data Processing Agreement and shall allow and contribute to audits, including inspections, by EIT UM or an auditor mandated by EIT UM in relation to the processing of EIT UM's Personal Data.

11. Data Transfer

- 11.1 The Data Processor may not transfer or authorize the transfer of Personal Data to countries outside the EU and/or the European Economic Area (EEA) without the prior written consent of EIT UM. If Personal Data processed under this Data Processing Agreement is transferred from a country within the European Economic Area to a country outside the European Economic Area, the Parties shall ensure that the Personal Data are adequately protected. To achieve this, the Parties shall, unless agreed otherwise, rely on EU approved standard contractual

clauses for the transfer of Personal Data.

12. General Terms

- 12.1 Confidentiality. Each Party must keep this Data Processing Agreement and the information it receives about the other Party and its business in connection with this Data Processing Agreement confidential and must not use or disclose that confidential information without the prior written consent of the other Party except to the extent that:
- (a) disclosure is required by law;
 - (b) the relevant information is already in the public domain.
- 12.2 Notices. All notices and communications given under this Data Processing Agreement must be in writing and will be delivered personally, sent by email to the email address set out in the Agreement.

Exhibit A

1. Description of Personal Data processing

1.1. The Data Processor is enabled to process on behalf of EIT UM, the Personal Data necessary to provide the services **described in clause 1.3 of the Agreement.**

1.2. The processing will consist of:

The processing of personal data by the Data Processor under the scope of this Agreement may take place when XXXXXXXX

1.3. Specification of the processing to be carried out: *(Please mark with a cross where applicable)*

- Collection
- Recording
- Structuring
- Modification
- Conservation
- Extraction
- Consultation
- Communication by transmission
- Dissemination

- Interconnection
- Collation
- Restriction
- Deletion
- Destruction
- Conservation
- Communication

Other:

2. Identification of the affected information

For the execution of the services derived from the fulfilment of the object of the Agreement and subject to the obligations stated in this Data Processing Agreement, the Data Processor will process the Personal Data described below:

(Please number all Personal Data processed e.g image, voice, nationality, name, surname, etc.)

- Image
- voice
- nationality
- name
- surname
- job title

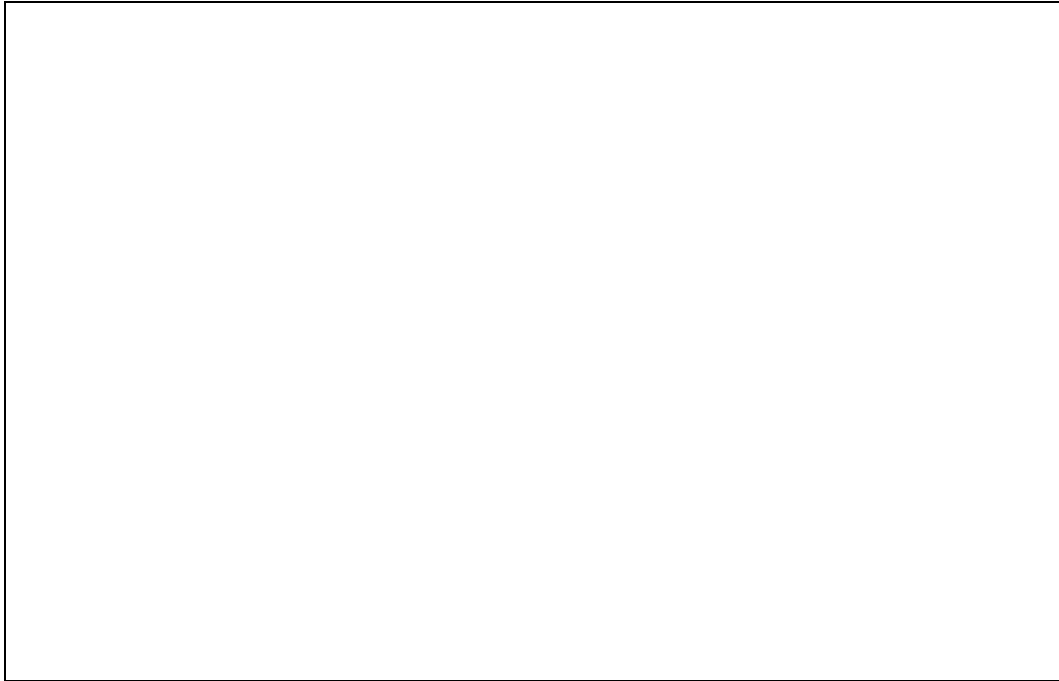
3. Duration

This Data Processing Agreement shall enter into force upon being made and shall remain in force as long as the provision of services under the Agreement lasts.

4. Subcontracting

The Data Processor is authorized to subcontract the following processing:

(please inform if there is going to be any data processing subcontracting)



1.1 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

Signed:

[Signature of representative]

[Position of representative]

1.2 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 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>