



Request for proposals

Learning content services for EBA Academy

EIT InnoEnergy

Company KIC InnoEnergy SE

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2. Overview of EIT InnoEnergy

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

We work in three essential areas of the innovation mix:

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

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

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

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

3. Scope of work

The European Battery Alliance (EBA) Academy is a newly founded public-private education business line to support the transformation of the European industry towards an electrified and green future, funded by the EU. The EBA Academy will provide training and skills solutions for the whole battery value chain as new and strong strategic industrial pillar erecting across Europe. The goal is to set up and run a pan-European training and skills platform – with a strong focus on distance learning tools and E-Learning – embedded in the European Battery Alliance network and all its industry partners.

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

Within the EBA Academy Business Model we strongly collaborate with Local Training Providers (LTPs) who execute and deliver the trainings available within the EBA Academy portfolio throughout Europe and beyond. This means all training delivery and user management is done by the LTPs, whereas EIT InnoEnergy shares the full program concept, all asynchronous parts and documentation within a “Plug and Play solution” with the LTPs (Incl. EBA Academy certification).

EIT InnoEnergy licenses its' portfolio of around 30 online and blended professional learning courses to local content providers for delivery to local learners and customers via the LTPs' own learning platforms.

As a key service of EBA Academy, contents are updated on a yearly basis, and are progressively translated and offered in all languages of the EU where battery production plants are being deployed. So far, English, French, German and Spanish language are supported.

We are looking for a partner/several partners experienced in e-learning development, platform implementation, quality assurance and content localization, versioning to perform content management and implementation services.

We are looking for a partner/partners who can deliver a professional service delivering perfect quality, and who can help us shorten delivery deadlines to our customers.

Below we will detail the services requested grouped into different lots. A submission of proposals can be done for all lots at the same time, but also for one or several lots. Please clearly indicate for which Lot(s) you are submitting a proposal for.

Lot 1. Localisation services on learning portfolio of online and blended courses

The localisation services include the adaption of learning content to local languages and cultures, the implementation of translations in learning platforms, the versioning of the contents & the quality assurance in the different steps.

The contents of the course material are technical and relate to engineering topics. Many texts refer to batteries and the field of electrochemistry, electricity, electrical engineering, as well as to business models in the field of sustainable energy and electricity applications.

An example transcript for a video lecture and an example XILFF file with course text are added to this RFP as appendices 3a and 3b.

Up until now, all short video lectures of online courses have been translated by a translation agency, and the translations have been implemented in 4 languages as video captions and as pdf lesson transcripts.

In the next phase, more languages need to be supported starting with Polish, Hungarian and/or Romanian. Other languages might be required but that possibility will be discussed with the winning party (a maximum of 10 other languages will be supported (PL, HU, PT, RO, NL, FI, CZ and possibly IT, SL, SE).

In addition, for the courses for vocational training (EQF5), full course texts need to be translated and integrated to offer the courses fully into min. 4 and max. 14 different languages. Full course

texts include introduction and theory presentations, glossaries, interactive pages, practise and social learning activities, references to reading resources, assignments and final tests.

Considering the priority of supported languages and course contents to be translated first (following activities described in lot 2 below), a timeline for delivery will be agreed with EIT InnoEnergy.

The localization of the services need to include:

- Dedicated Project Management to coordinate the translation implementation work
- An implementation plan of a quality assurance process (quality check of translations, versioning, implementation checks on source files, SCORM files, user experience, LMS checks such as Docebo)
- Integration and synchronisation work in repository/authoring software (Learnify, iSpring, edapp, other)
- Adaptation of course media such as graphics, video
- Translation of course collaterals such as course descriptions, teaching notes, laboratory exercise plans in alignment with branding requirements
- Potentially addition of dubbing/voice-overs
- Proposals for additional types of localisation of specific content (e.g. local regulation, technical standards, units of measurement, etc.) need to be made and submitted for approval.

It is expected that quality checks of the accuracy of the translations in the different languages are carried out by the supplier before sending them to EIT InnoEnergy. A project manager is assigned to lead all project communications towards EIT InnoEnergy, make sure the translations are carried out within the mutually agreed deadlines, and if necessary, feedback exchange between the supplier and EIT InnoEnergy is possible for improvements of the translations.

Proposals for maximum automation of services are expected.

Estimated amount:

- Video lectures additional languages: 300 short online learning units of 20-60 min. or virtual/F2F training materials.
- Full course translations: 20 % of the current content
- New online learning content will be developed in the coming 3 years of which 10 new online or microlearning courses.

The collaborators assigned to the tasks, need to master together the following European languages: Spanish, German, Hungarian, Polish, Portuguese, Romanian, French, Dutch, Finnish, Swedish, Czech (translation by native speaker translation experts).

All need to have excellent oral and written mastery of English.

The collaborators will work in close collaboration with the EDU production team of EIT InnoEnergy. They are expected to have basic experience with e-learning authoring tools, LMS/LXP platforms, SCORM and other e-learning standards.



Lot 2 Redesign part of learning units into shorter learning experiences

The content redesign services relate to a conversion of existing learning contents to shorter and more skill and job focused learning formats.

Current contents are designed as modular standalone learning units of 20-60 min. learning time that can be combined into various customised online and blended learning paths. Designed for the flipped classroom methodology, the online learning units are combined with expert-led classroom activities, lab experiments or lab practise activities.

Online lessons typically contain most of the following learning activities:

- Introduction with the Intended Learning Outcomes
- Short video lecture with illustrated transcript
- Glossary of important concepts
- Interactive practice activities or in-between Test your knowledge with feedback
- Reflection and Discussion activity, such as on business examples and online problem-based cases
- Extra reading resources
- Summary

By creating shorter units, the lessons will be more suited for corporate organisations whose employees need to spread out parts of their training over time and need the possibility to apply just-in-time learning in workplace environments or in a mobile environment. Reworking the lessons will entail directing the content towards job-focused skills and tasks and removing any content not directly relevant for those skills.

Conversion can entail

- Splitting up content from video lessons into shorter microlessons with intertwined interactions
- Adding work-based problems to theoretic lessons as well as active learning formats with integrated feedback, e.g. branching scenarios
- Adding gamification elements
- Extracting from the contents downloadable job aids
- Converting self-assessment quizzes to graded quizzes or reworking/adding summative course assessment activities for short learning unit assessments
- Reworking peer learning activities

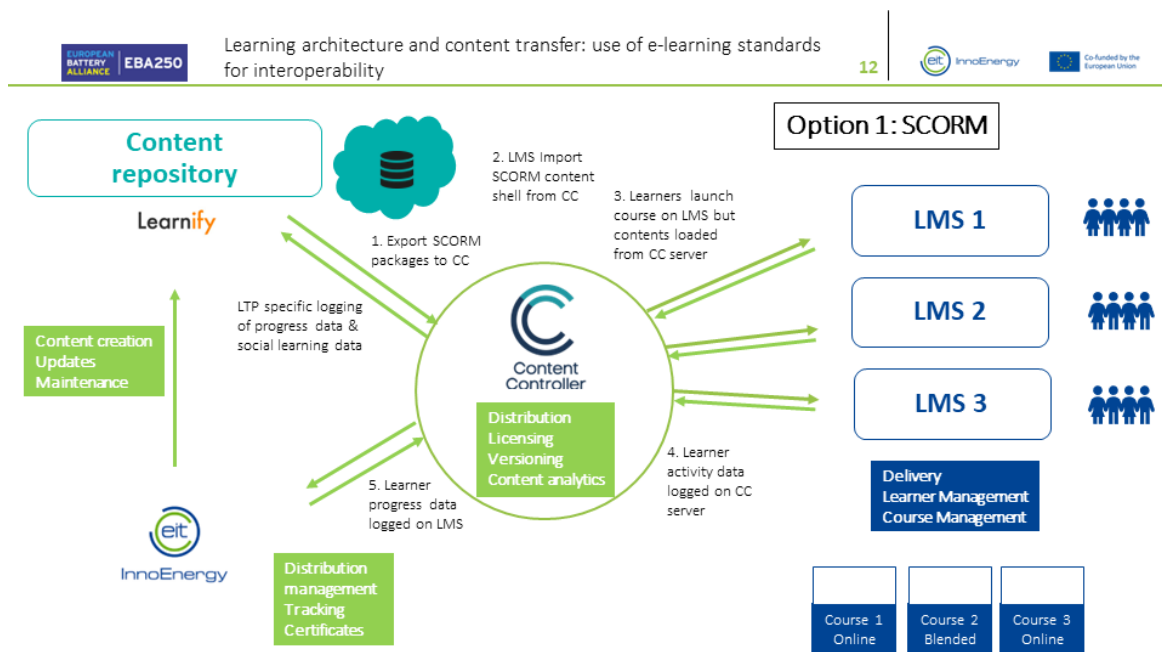
- Ensuring content accessibility in different media formats following Universal Design for Learning principles or WCAG standards

For this activity, EIT InnoEnergy will provide the raw content materials and select Subject Matter Experts to develop a limited number of contents or validate new lessons.

To redesign the learning units, a suitable industry standard SaaS based authoring tool and content management tool needs to be selected in agreement with EIT InnoEnergy. A proven, sustainable and market-standard SaaS will be chosen that can be used by an external e-learning provider as well as EIT InnoEnergy and its' educational partners.

As a key requirement, the tool needs to **support SCORM, xAPI and CMIS exports** and a joint authoring and content administration access needs to be facilitated between EIT InnoEnergy and the supplier. EIT InnoEnergy remains the owner of the content repository set-up and all learning contents stored in it. Strong co-authoring features are available and semantic search is enabled to easily find contents. After the contract end, the authoring tool can continue to be used by EIT InnoEnergy and its' partners independently of any of the supplier's proprietary software.

The authoring tool can thus **replace the repository service in the below diagram** and connect to any LMS on the market that supports the main e-learning standards SCORM, AICC, LTI, xAPI standard (note that the Rustici software solution in the IT architecture currently supports these standards to connect to LMS).



In the IT architecture, it is expected that the distribution to local Learning Management Systems from the external LTPs, as well as the Content Controller solution as central dispatch & licensing system to LTPs will continue to function. This distribution system also performs a centralised tracking of learner activity and account management.

If the supplier proposes to replace also the Content Controller solution, a motivation needs to be added with a description of an alternative solution for the central dispatch & licensing system, platform compatibility enablement, account management and Learner and content analytics.

The curated tool (approved and procured by EIT InnoEnergy) needs to have a strong mobile-first support but also give excellent user experiences in desktop environments. A motivation for the tool based on variety of learning design options, quality of learner experience, online assessment options, (co-)authoring functionalities, publishing options and IT architecture fit is expected to be included in the offer. It is obvious that the chosen tool needs to support multilingual content management and publication, and be competitively priced.

All reworked contents need to be provided in the languages supported under lot 1. In many cases, translations of the EN raw contents will already be available in FR, DE and ES. A proposal to reuse those in the rework process is welcomed.

Estimated amount:

conversion of 50 learning units into 140 microlearning units

The collaborators assigned to the tasks will work in close collaboration with the EDU production team of EIT InnoEnergy and are expected to have the following fields of expertise:

- Instructional design
- Media development
- Content development & content authoring
- Learning platform integration, SCORM and other e-learning standards handling, video captioning
- Online assessment
- Project management
- Translation and synchronisation of e-learning contents
- Quality assurance
- Learning Analytics & impact measurement

They have min. 3 years of experience with using learning and media software and quality assurance tools and processes, developing media-rich e-learning contents, working closely with Subject Matter Experts, localising learning contents and versioning, keeping contents up-to-date, doing post-delivery evaluation of learning and applying data-based improvements. Solid verbal and written communication skills in the languages mentioned above are needed.

Lot 3 Learning content transfer services to new authoring and repository platform

The learning content transfer services relate to the conversion of the entire current and redesigned contents to a new, more sustainable authoring tool and repository tool chosen in lot 2. Requirements for the authoring tool and repository/content library are described above.

As end goal, all contents need to be available in all supported languages into the new repository of digital learning units from where they can be exported in SCORM, xAPI or other formats to be used on Local Trainer Providers' LMS. A step-by-step approach can be taken to plan the transfer in different parts. It is crucial that all contents keep on functioning on external LMS and that the content updating to customers can be carefully planned, implemented and tested. A quality assurance plan for the process needs to be installed.

The activities included in this lot are:



- Content exports from current tool
- Rework of media files where necessary
- Import/implementation of contents into new authoring tool
- Repository set-up (metadata such as difficulty levels, content category, level of specialisation, intended learning outcomes) to create a shared and easily semantic searchable library of contents and media enabling co-authoring
- Project management
- Quality control

Estimated amount:

250 short online learning units of 20-45 min.

It is expected that the Vimeo channel for video content will be continued to use for video streaming. If another channel is advised, a motivation for the transfer of contents to a new tool is expected.

The localisation to the selected 2-3 priority languages from the first lot needs to start as soon as possible and delivered before the end of Q4 2022.

Other lots will be ordered later and need to be delivered before end of August 2023 and further deadlines to be agreed.

Duration of the agreement:

The initial agreement will be signed with the winner of this tender for the period of 2 years.

After 2 years EIT InnoEnergy may extend the agreement for 2 more years, under the condition of satisfying collaboration, delivery and availability of the budget, through a Direct Award procedure with the winner of this tender. This possible contract extension is subject to permitted budget, high quality performance of the vendor, as well as continuing need for the services, but does not bind EIT InnoEnergy in any way to carry out this special procedure.

4. Proposal Process

4.1. Participation

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

4.2. Submission of proposal

	DATE (Calendar dates) CEST
Publishing RFP on the website	03/08/2022
Deadline for requesting clarification from EIT InnoEnergy	25/08/2022
Deadline for submitting proposals	31/08/2022
Intended date of notification of award	21/09/2022



Intended date of contract signature	30/09/2022
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Proposals must be emailed in **English** to the following address to:

Contact name: for the attention of Mrs. Anouk Gelan

E-mail : anouk.gelan@innoenergy.com

The deadlines mentioned in the table of this section 4.2 relate to time zone CEST.

The proposal shall contain:

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

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

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

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

4.3. Validity of the proposals

Tenderers are bound by their proposals for 120 days after the deadline for submitting proposals or until they have been notified of non-award.

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

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

4.4. Requests for additional information or clarification

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

Contact name: for the attention of Mrs. Anouk Gelan

E-mail: anouk.gelan@innoenergy.com

EIT InnoEnergy has no obligation to provide clarification.

4.5. *Costs for preparing proposals*

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

4.6. *Ownership of the proposals*

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

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

4.7. *Clarification related to the submitted proposals*

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

4.8. *Negotiation about the submitted proposal*

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

4.9. *Evaluation of proposals*

The quality of each proposal will be evaluated in accordance with the below mentioned award criteria. The award criteria will be examined in accordance with the requested service indicated in Section 3 of the document.

Evaluation criteria

1. Project experience and competences of the members of the proposed project teams. Experience with translations of technical and engineering texts needs to be demonstrated. The example video transcript and course texts will be used to evaluate this (maximum point: 30)
2. Methodology approach of project and proposed project implementation. This includes project management and interaction with EIT InnoEnergy for planning, delivery and quality feedback, proposed timeline and proposed methods for quality checks of the translations (maximum point: 20)

3. Liability exposure: tenderer with best insurance coverage and least changes to contract template shall receive the highest score (maximum point: 10)

Total technical score: 60 points maximum

4. Price or total cost: lowest offered expert unit price shall receive the highest score, other shall be calculated in relation to that in linear equation. Since the same contents are to be translated languages, any discounts for extra languages will be positively appreciated (maximum point: 40)

Total financial score: 40 points maximum

Total maximum score: 100.

4.10. Signature of contract(s)

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

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

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

4.11. Cancellation of the proposal procedure

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

4.12. Appeals/complaints

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

4.13. Ethics clauses / Corruptive practices

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

The supplier shall take all measures to prevent any situation where the impartial and objective implementation of the contract is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest ('conflict of interests'). He



should inform EIT InnoEnergy immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

4.14. Annexes

Annex 1: Tenderers' Declaration form.

Annex 2: Draft Contract Template.

Annex 3a and 3b: Example video transcript and XLIFF Example course text for translation