



Request for proposal:

Academy Procurement for Learner Reporting/Database Software Solution

1. Overview

1.1. EU Raw Materials Academy

The **European Raw Materials Academy (ERMAcademy)** is a flagship initiative funded by the European Commission to support the upskilling and reskilling of Europe's raw materials workforce. In response to growing demands for sustainability, digitalisation, and industrial resilience, the Academy aims to close critical skills gaps across the entire raw materials value chain — from exploration and processing to recycling and circularity. Designed to serve professionals, SMEs, large enterprises, and public authorities alike, the ERMAcademy will offer a portfolio of high-quality, future-oriented learning programmes aligned with evolving labour market needs and EU policy priorities, such as the Critical Raw Materials Act and the Green Deal Industrial Plan.

1.2. EIT Raw Materials

EIT RawMaterials is a 'Knowledge and Innovation Community' (KIC) created by the European Institute of Innovation and Technology (EIT), aimed at promoting innovation in the raw materials sector across Europe. Established in 2015, EIT RawMaterials works to secure the sustainable supply of raw materials to the European industry by driving innovation, education, and entrepreneurship along the entire raw materials value chain.

We are a knowledge-driven business and a catalyst for industrial progress. Our offerings leverage our expertise and that of our network – the world's largest network in the raw [and advanced] materials sector – which includes companies at every stage of evolution, from start-ups to market leaders, along with leading international universities, research organisations, and top experts and future talent from the sector.

Our activities span from mining and mineral processing to material recycling and substitution, focusing on increasing resource efficiency and fostering a circular economy.

We inform policy, apply knowledge, accelerate innovation, create opportunity, and unlock commercial value – for our partners and customers throughout the raw materials value chain to develop the raw materials sector as a strategic strength and foundation for a secure, sustainable future for Europe.

Our offerings are designed to help our partners and industry to be part of Europe's strategic agenda to ensure supply chain security and make the 'Green New Deal' a reality that benefits the people of Europe and partner nations.

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

<https://eitrawmaterials.eu/>

2. Scope of work

2.1. General Objectives

The EU RM and AM Academies mandate reporting of a combined 300,000+ learners, 360+ third-party training providers/partners, and course portfolios of a 110+ courses in total. A large majority of the learners reported in these projects will indeed be learners from the third-party training providers themselves, and so we need a robust reporting tool that will allow these providers to upload their own learners into a central database that can reliably link learners to courses and providers. We will then need to report these learners back to the European Commission.

In essence, we need to build a tool where each of these 360+ third-party training providers can report their learners and courses to us, ideally via upload of CSV files (using a template that we will provide) to bulk import their learners into our central database on regular intervals. There should be a dashboard that can very quickly summarise for us the reported learners, so that we can see the learner trends and reporting overviews from the providers. The solution should be simple, straightforward, and easy to use, and automations should be possible (such as automated reminders to providers to submit learner reports, or automatic data cleansing for instance if some providers use different age brackets for their learners).

2.2. Detailed Scope of Work

This RfP seeks proposals for a software solution that can help us collect/report learners from our network of 360+ training providers.

The tool should provide a straightforward interface that can be edited by our internal team of about 15-20 administrators. Of these team members, there will be 1-3 owners/superusers who have responsibility of the platform on our end.

Ideal Solution

The ideal solution would provide a secure login portal for any of our 360+ third-party providers/partners to login and report their learners via a simple upload. These reports would be via bulk learner imports using a simple CSV template that would be available for download ideally in the same portal, or we could send this to all partners separately. We assume CSV uploads would be the most straightforward solution, however, we would consider live spreadsheet approaches as well depending on the software provider's product.

These 3rd party partners should not be able to see/access the full database of learners, and in theory they don't even need to see their own imports, however this would be a nice feature if they could see those learners they have imported themselves.

The imported learners must be anonymized to ensure GDPR compliance. We will instruct our partners about this during their onboarding, so there should not be any requirements here from the software provider (you) unless you have interesting automations here that we could discuss.

All of the imports from all of the various 3rd-party providers would be collated into a single centralized database with useful dashboards to summarize this data. Certain automations to remove duplicates, clean data, or recognize/flag any issues with the data would be ideal. This centralized database and summary dashboards would only be visible to the internal team of 15-20 editors/administrators.

To ensure GDPR compliance, all data must be hosted in the EU and follow all other EU requirements regarding data protection. Ideally, this would be hosted in the cloud, and the software provider would

be able to offer us GDPR compliance data hosting.

Minimum Viable Solution

The minimum viable solution would not require portals for these 3rd-party providers to login themselves, but instead we would develop our own system of having these partners send their CSVs files to us via email, upload to a shared folder, or populate a shared spreadsheet on MS Word or Google Docs; and then we would import these files ourselves as the internal team. Essentially the MVS removes the need for portal access from 3rd parties, and centralizes the entire process for us, which is much more manual for our team and perhaps is a worse reporting experience for our training partners.

In this MVS, the backend requirements are the same as in the ideal solution above in terms of a single GDPR-compliant database such that all these spreadsheets feed into that can be viewed by our internal team with a useful summary dashboard page.

Total Records: 200k-400k records between 2026 and 2029. The target KPI for the project is 300k.

Expected contract length: our projects are funded until the end of 2029. We seek annual contracts with a likely termination in 2029 although it is possible that the project may be extended depending on success of learner and revenue targets.

Editor/Administrator Licenses: internal team if 15-20 administrators who should have editor access. 1-3 of these will be owners/superusers.

Non-editing users / portal access (ability to upload/bulk import their learners): max 400 users by 2029, but this will scale up year by year. Essentially there will be 100 by end of 2026, 200 by end of 2027, 300 by end of 2028, and 400 by end of 2029.

Fields within database: We expect that each record will have about 15 fields including the following possible fields (subject to change) which will be on the template CSV or live spreadsheet, which 3rd party providers will need to populate to report their learners:

- Unique Learner Identifier* (email if permission granted)
- Name/Title of Learning Activity*
- Reporting Training Provider*
- Linked Academy*
 - o Raw Materials
 - o Advanced Materials
 - o Both (raw and advanced)
- Nationality
- Country of Residence
- Highest level of education/degree achieved
 - o Doctorate
 - o Master's Degree
 - o Bachelor's Degree
 - o Vocational/Technical Certificate
 - o High School Diploma
- Gender
 - o Male
 - o Female

- Non-binary
- Prefer not to say
- Age
 - Under 18
 - 18-24
 - 25-34
 - 35-44
 - 45-60
 - >60
- Current employment status
 - Employed
 - Self-employed/Freelancer/Contractor
 - Unemployed and looking for work
 - Unemployed and not looking for work
 - Student
 - Retired
 - On leave (e.g., parental, medical, sabbatical)
 - Prefer not to say
 - Other
- Sector or Subsector

3. Proposal Process

3.1. Participation

Participation in this proposal procedure is open to all tenderers. Please complete the accompanying proposal template, entitled, “EIT RM Proposal Briefing Sheet”.

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 must be submitted signed as provided by EIT RawMaterials attached to this request for proposal document.

3.2. Submission of proposal

EVENT	DATE (Calendar dates)
Publishing the RFP on EIT RawMaterials website	6 th January 2026
Deadline for requesting clarification from EIT RawMaterials	13 th January 2026
Deadline for submitting proposals	6 th February 2026
Intended date of notification of award	13 th February 2026
Intended date of contract signature	27 th February 2026

Proposals must be emailed in English to the following address:

Contact name: for the attention of Benjamin Maloney
E-mail: benjamin.maloney@eitrawmaterials.eu

The proposal shall contain:

- the technical response to the requested services (section 2)
- the financial offer (the price for the services.) The financial offer must be presented in Euro. Prices must be indicated as net amount + VAT.
- Information on GDPR compliance, if applicable.
- an indication of supplier's insurance coverage. The proposal must specify whether the supplier
 - o has taken out a company liability insurance and/or professional liability insurance including the maximum amount of coverage in Euro per event per insurance.
- Tenderers' declaration form.

Proposals must 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 counterproposals shall, if applicable, 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 in this RfP document and that it has the experience, skills and resources to perform, according to conditions set forth in this proposal and the tenderers' proposal.

3.3. Requests for additional information or clarification

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 the deadline for requesting clarification as specified in section 2.2.

Contact name: for the attention of Benjamin Maloney
E-mail: benjamin.maloney@eitrawmaterials.eu

3.4. Validity of the proposals

Tenderers are bound by their proposals 90 days after the deadline for submitting proposals.

3.5. 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.

3.6. Ownership of the proposals

EIT RawMaterials retains ownership of all proposals received under this procedure. Proprietary information identified as such, which is submitted by tenderers 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 RawMaterials may transfer the proposal and the contract of the supplier to internal audit services, to the European Court of Auditors, to the Financial Irregularities Panel or to the European Anti-Fraud Office.

3.7. Clarification related to the submitted proposals

After submission, proposals shall be reviewed for compliance with formal requirements as set forth in this RfP document. Where information or documentation submitted by the tenderers are or appears to be incomplete or erroneous or where specific documents are missing, EIT RawMaterials 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.

3.8. Negotiation about the submitted proposal

After reviewing the formal compliance of the tenders, EIT RawMaterials may negotiate the contract terms with the tenderers. In this negotiation EIT RawMaterials will request all tenderers to adjust the proposal or specific sections of the proposal within an appropriate time limit. In case of negotiations, EIT RawMaterials shall provide further information about the proceedings and timing.

3.9. Open Competition

The EU Raw Materials Academy serves the skills needs of the entire EU Raw Materials industry. To this end, this is an open procurement call to all entities, and therefore, applicants are not required to be partners of the EIT RawMaterials KIC membership network. Furthermore, no preference will be given to EIT RawMaterials members and proposals will be evaluated solely on the merits of the applying entities and their proposed project plans.

3.10. Evaluation of proposals

Each proposal will be evaluated in accordance with the below mentioned award criteria. The award criteria will be applied in accordance with the requested services indicated in section 2 of this RfP document.

Technical criteria	Points
- Technical Specifications (section 2)	20
- Individual experience of the proposed team	20
- Comprehensiveness of proposed results	10

- Feasibility of the proposed implementation timeline and its details	20
<i>Total score for technical criteria</i>	70
Financial criterion	
Lowest offered price shall receive the highest score, others shall be calculated in relation to that in linear equation	30
<i>Total score for financial criterion</i>	30
Total maximum score	100

3.11. *Signature of contract*

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

3.12. *Appeals/complaints*

Tenderers believing that they have been harmed by an error or irregularity during the tender procedure may file a complaint. Appeals should be addressed to EIT RawMaterials. EIT RawMaterials is only able to address complaints before the contract is awarded to the successful tenderer.

3.13. *Cancellation of the procedure*

EIT RawMaterials reserves the right to suspend or cancel the procedure, where the 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 RawMaterials may refrain from concluding the contract.

In the event of cancellation of the procedure, EIT RawMaterials will notify the tenderers of the cancellation. In no event shall EIT RawMaterials be liable for whatsoever, including, without limitation, damages for loss of profits, in any way connected to the cancellation of the procedure.

3.14. *Ethics clauses / Corruptive practices*

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'). The supplier should inform EIT RawMaterials immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

Furthermore, the supplier acknowledges and accepts the Code of Conduct of EIT RawMaterials which



can be downloaded via www.eitrawmaterials.eu



Annexes

Annex 1: Tenderers' Declaration form (available on RfP page of website:)