Request for proposal:

LMS Implementation Support and Consultancy — Retainer Engagement

1. Overview

1.1. EU Raw Materials Academy

The **European Raw Materials Academy (ERMAcademy)** and the **European Advance Materials Academy (AdMatAcademy)** are flagship initiatives funded by the European Commission to support the upskilling and reskilling of Europe's raw and advanced materials workforces. In response to growing demands for sustainability, digitalisation, and industrial resilience, the Academy aims to close critical skills gaps across the entire materials value chain — from exploration and processing to recycling and circularity, and substitution using advanced materials. Designed to serve professionals, SMEs, large enterprises, and public authorities alike, the Academy projects 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, the Pact for Skills, the Net Zero Industry 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

Digital infrastructure and Learning Management Systems (LMS) are increasingly central to delivering scalable, high-quality education to Europe's raw materials workforce. As the EU Raw Materials Academy and the Advanced Materials Academy rapidly scale their platform capabilities — from certification integration and payment functionality to partner content management and EU compliance reporting — the need for specialist technical support has become a strategic priority.

In alignment with the Academy's ambition to build a future-ready, digitally accessible learning ecosystem, the European Raw Materials Academy and the European Advanced Materials Academy seek an experienced provider to deliver ongoing LMS implementation and configuration support under a retainer arrangement. Applicants should have demonstrated experience in enterprise-grade LMS platform administration, configuration, and systems integration, as well as familiarity with the requirements of EU-funded education programmes. If applicants have significant LMS configuration experience but limited experience in the EU education or public sector context, we encourage them to submit a proposal outlining how they would address this gap.

The primary objective of this RfP is to procure a flexible, on-call implementation support partner capable of delivering targeted technical services against a pre-agreed retainer of service days. Topics the internal team expects to seek guidance on include:

- Digital credentialing and Sertifier integration
- Course upload workflows and SCORM compliance
- API behaviour and microsite integration
- Reporting configuration and learner data management
- General platform configuration and troubleshooting

Please note that proposals should be submitted to the email address specified in section 3 below following the proposer's preferred format. There is no template for proposal, but all proposals will be assessed based on the evaluation criteria outlined in section 3.10.

2.2. Detailed Scope of Work

This RfP invites proposals for the provision of ongoing LMS implementation consultancy services under a retainer engagement, supporting the WP4 Platform & LMS function of the European Raw Materials Academy and European Advanced Materials Academy.

2.2.1 Platform Context and Strategic Importance
The two Academies have recently completed the production go-live of their MVP LMS platform and accompanying public-facing training microsite (trainings.eitraw-materials.eu). The platform serves a growing network of Learning Content Providers (LCPs) — projected at 260+ — and is expected to reach 300,000 learners across two academies (ERMA and EAMA) by 2029.

With the initial implementation concluded, the Academies enter a maturation phase requiring specialist configuration support to unlock the platform's full potential. Priority areas — including EU-

recognised digital credentialing, payment infrastructure for long-term financial sustainability, and scalable partner content management — require expert technical input that exceeds current internal capacity. The selected vendor will act as a fast-response technical partner, enabling the WP4 team to resolve platform questions rapidly and advance capability milestones with confidence.

2.2.2 Key Service Areas to be Addressed

The advisory scope covers the following areas, among others. **The provider is expected to offer guidance, recommendations, and troubleshooting support — the EIT RM team retains responsibility for implementation.**

- **Credentialing and Sertifier/EuroPass Integration** — Advisory support on connecting the LMS to Sertifier for issuance of digital certificates and EU-recognised micro-credentials for both ERMA and EAMA, including guidance on workflow design and issuing body registration.
- **Payment and Commerce Configuration** — Guidance on enabling payment functionality within the LMS catalogue.
- **SCORM / xAPI and Content Connectors** — Advice on configuring SCORM-compliant course uploads, xAPI connector setup, and redirect/link models for Learning Content Providers (LCPs) onboarding to either academy.
- **Platform Administration and Release Management** — Guidance on LMS administration tasks, user roles and permissions, content subscription management, and navigating the three major annual platform release cycles.
- **Microsite and API Integration** — Advisory support on the integration between the LMS and the public-facing training microsite, including API behaviour, daily data sync, and compatibility following platform updates.
- **Reporting and KPI Configuration** — Guidance on configuring reporting dashboards, learner data exports, and compliance fields to meet European Commission grant reporting requirements for ERMA and EAMA.

2.2.3 Engagement Model and Delivery Requirements

Proposals must describe how the provider will make advisory capacity available under a retainer structure with the following characteristics:

- **On-call availability:** The provider must be reachable and responsive during business hours. The team expects to submit questions and receive substantive guidance within 1–2 business days; urgent queries should receive a response within the same business day.
- **Ad-hoc task requests:** Work is initiated by written request (ticket or email) from the EIT RM WP4 team. No engagement begins without authorisation.
- **Advisory-only scope:** The provider is not engaged to build, configure, or deploy directly. Their role is to advise the internal team so that EIT RM staff can implement solutions themselves or make informed decisions.
- **Retainer period:** Initial engagement of 4–6 months, with option to extend. Estimated volume: 10–20 advisory hours or equivalent over the retainer period.
- **Transparent pricing:** Day rate or hourly rate provided upfront; cost estimates confirmed before any advisory session or block of hours is drawn down.

2.2.4 Development and Implementation Requirements

The selected provider will be responsible for:

- Conducting an initial discovery session to assess current platform configuration, existing integrations, and outstanding priorities

- Delivering services against a pre-agreed day rate with transparent time tracking per task
- Collaborating with the EIT RM WP4 team, the LMS platform vendor's customer success team, and relevant third-party integration partners (e.g., credentialing platforms, payment providers)
- Supporting the production of documentation and handover materials suitable for onboarding an internal LMS administrator (currently being recruited) with limited prior platform experience
- Maintaining confidentiality regarding EIT RawMaterials systems, learner data, and strategic information under a Non-Disclosure Agreement

The provider must also propose an approach for ensuring continuity and knowledge transfer, including an agreed process for transitioning tasks to internal staff as the Academy's LMS administrator becomes operational.

2.2.5 Alignment with the EU Raw Materials Academy and EIT RawMaterials strategies
This retainer engagement is a critical enabler of the Academy's platform maturation strategy and contributes directly to the following strategic priorities:
- Scaling a commercially viable, financially sustainable learning platform through payment infrastructure and revenue-generating certification pathways
- Meeting EU Commission grant KPI requirements through robust reporting and learner data management
- Enabling a pan-European LCP network through scalable partner onboarding and content integration
- Supporting the Academy's ambition to issue EU-recognised micro-credentials and digital certificates aligned with the European Qualifications Framework

2.2.6 IP Ownership and Exploitation Rights
All configurations, integrations, documentation, and work products produced under this engagement are the intellectual property of EIT RawMaterials GmbH. The provider shall not reuse, replicate, or reference EIT RM's platform configuration, learner data, or proprietary workflows for any other client engagement without express written consent. A Data Processing Agreement (DPA) will be required prior to any access to personal data or production systems.

2.2.7 Quality Standards and Compliance
All services must comply with applicable EU and German regulatory requirements, including:

- EU General Data Protection Regulation (GDPR)
- EU AI Act provisions where AI-assisted platform features are implemented
- EIT RawMaterials Quality Management System (QMS) standards for platform and content quality
- European Commission grant reporting requirements applicable to ERMA and EAMA

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 the EIT RawMaterials website	Tuesday, 31st March
Deadline for submitting proposals	Friday, 10th April
Intended date of notification of award	Thursday, 16th April
Intended/estimated date of contract signature	Monday, 27th April

Proposals must be emailed in English to the following address:

Contact name: for the attention of Doris Jovovic
E-mail: doris.jovovic@eitrawmaterials.eu

The proposal shall contain:
- the technical response to the requested services (section 2)
- The financial offer (proposed day rate in Euro, estimated total retainer cost, and payment terms). The financial offer must be presented in Euro as a net amount + VAT. **The target budget for the initial retainer period is €10,000–€14,000;** proposals outside this range will be considered where clearly justified by scope, but this may have implications for the length and complexity of this procurement.
- the financial offer (the price for the services.)
- Information on GDPR compliance, if applicable.
- an indication of the 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.
- 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 Doris Jovovic
E-mail: doris.jovovic@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)	40
- Individual experience of the proposed team	20
- Comprehensiveness of proposed results	10
- Feasibility of the proposed implementation timeline and its details	10
Total score for technical criteria	80
Financial criterion	
Lowest offered price shall receive the highest score, others shall be calculated in relation to that in linear equation	20
Total score for financial criterion	20
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.eitrawmetarials.eu.

Annexes

Annex 1: Tenderers' Declaration form <mark>*(available on RfP page of website:)*</mark>