

Request for Proposal (RfP)

Social Media Management and Employee Advocacy Tool August, 2024

Deadline for offer submission 26th August 2024 by 14h00 (CEST)

1. Context

EIT Manufacturing (KIC) is focused on promoting entrepreneurship, innovation and education in the domain of Manufacturing. EIT Manufacturing brings together leading organisations along the entire value chain from smaller companies to larger industry, excellent academic and research institutions, as well as public sector organisations, to promote the transformation of manufacturing towards the digital economy, towards the circular economy and the decarbonisation of industry, by removing barriers to innovation, promoting talent and education, leveraging enabling technologies and exploiting big data.

EIT Manufacturing is an association under the law 1901 created in 2019. Headquartered in Paris, it currently has six regional innovation hubs. Along with the EIT Manufacturing there are 8 (eight) other KICs with the aim to lead the action and create services across Europe, improving the competitiveness of European companies.

2. Service Description

This Request for Proposals (RfP) aims to invite qualified vendors to submit proposals for the provision of a Social Media Management and Employee Advocacy Platform for the communication team. The selected platform will support our organisation's social media presence, content scheduling, engagement, analytics and employee advocacy initiatives and allows for social selling.

The maximum budget that can be allocated to this RfP is EUR 57,000 (fifty-seven thousand euros) annually, net of VAT, for a multiyear contract, as outlined in item 8 of this RfP. EIT Manufacturing does not have an obligation to allocate the maximum amount.

The total estimated amount allocated for this RfP, as specified in this document, may be subject to price variations of up to 10% (ten percent), either upward or downward, due to factors such as fluctuations in applicable inflation, currency conversion rates, tax application or any other economic or legal factors that may influence the final amount. Such variations will be made in accordance with the provisions established in the EIT Manufacturing Procurement Policy and may result in adjustments to the originally anticipated total value. Any resulting changes will be communicated and agreed upon in writing between the contracting parties, always observing the principles of reasonableness and proportionality.



EIT Manufacturing reserves the right to request additional services, including the potential increase in the number of licenses for the use of its Headquarters or subsidiaries (Innovation Centres - ICs), in line with its own Procurement Policy and that of its subsidiaries. This ensures that the organisation is adequately prepared for any future expansions or changes in the future.

3. Deliverables

We expect a social media management and employee advocacy tool that allows to unite as much of the social media content planning, generation, approval, posting and analysis process as well as the option to offer content to share to people external to the organisation.

The social media management tool should enable:

- Intuitive editorial planning for different teams and scheduling of posts for several audiences including set-up of approval processes, which can differ by teams.
- Content (text, images, pdf carousels) creation for different channels in one step, with visual creation via image upload as well as Canva integration.
- Integrated artificial intelligence to diversify content.
- Tagging of personal and company profiles (LinkedIn).
- Support scheduling through analysis of user behaviour.
- Granular analysis of campaigns for different reporting requirements as well as improvement of social media activities.
- In-depth analysis of engagement for insights into stakeholder interests and possible integration of social listening
- Integration of the platform with marketing automation and CRM tools to enable social selling

The employee advocacy tool should enable

- The communication team to provide content to advocates in a way that they can pick and post the content without the need to customise, but the option of personalising it, adding or removing items from the provided content.
- Integrated AI to create several options of the same message to avoid every advocate sharing the same version
- The communication team to set filters for the posts according to project or/and interest so that partners are only shown posts of interest to them.
- Advocates content to be posted from personal accounts, not shared.
- Advocates to easily access content via desktop and mobile applications as well as widely used software such as Microsoft Teams or Slack
- Advocates to suggest content through the application including a text description, media files and link files.
- The communication team to review suggestions and to develop them into posts for the advocates.
- Capture of analytic data such as share, likes, comments from posts shared through advocates.

It is mandatory that all requirements are covered by one platform with one login required for social media



management and the employee advocacy platform and that content does not have to be created twice.

The selected service provider will train the communication team on using the platform to best reach their goals and ascertain strategic consultancy on a regular basis.

Access requirements:

- At the start of the contract, an estimate of eight admin licenses will be needed to access all functionality of the tool, with the potential to increase to an estimate of 11.
- At the start, an estimate of 100 advocate licenses will be needed. Upgrade needs to be possible at any time, adding licenses for advocates.
- There needs to be flexibility to allocate licenses – if individuals leave their position, the license should be transferred, but not deducted from the full number of licences

The number of licenses provided for in this RfP is an estimate and may be subject to change based on the operational needs of EIT Manufacturing. Any such changes will be communicated in writing and agreed upon by the parties.

Proposal Requirements:

Interested vendors should include the following information in their proposals:

- Company information: company name, address and contact information.
- Timeline for implementation of the service.
- Team qualifications: names and qualifications of key personnel involved in the project.
- Service details: resources and measures to best enable the EIT Manufacturing communication team as well as the advocates to best use the platform.
- Cost proposal: detailed cost breakdown for the entire project, including any potential additional costs and mention of flexible upgrades
- Payment terms and conditions.
- Professional references.

4. Timeline

The deadline to submit the offer is **26/08/2024 by 14h00 (CEST)** and the awarded tenderer shall provide legal services as described in this RfP.

The indicative timeline for the call for proposals is as follows:

Activity	Responsible	Date
RFP opening	EIT Manufacturing	14/08/2024
Offer submission	Supplier	26/08/2024 by 14h00 (CEST)
Evaluation and notification of award	EIT Manufacturing	28/08/2024
Contract signature	EIT Manufacturing & selected supplier	02/09/2024



All offers shall be submitted within the above-mentioned deadline to the following link: <https://eit-manufacturing.prioritize.linksquares.com/new-task?token=eqfghK7TdycO3ZdVaPfvqgS5gx2LiEf2lmaueYxnGfUzCJhpKHMnjUwW1oN-KF7i>

To start your application, please follow the outlined “step-by-step”:

1. Click on the link above and fill out the Task Name with this description: “RfP - Social Media Management and Employee Advocacy Tool”.
2. Fill out the Requestor Name with your name.
3. Fill out the Requestor E-mail with your e-mail address.
4. Leave the following fields blank since they are not mandatory: Task type, Deadline and Priority.
5. Fill in the field "Describe Task" with the message you wish to convey to our team and/or any details and comments you have regarding your proposal. If you have none, simply write the name of the RfP “Social Media Management and Employee Advocacy Tool”.
6. Click on attachments and upload your Commercial Proposal as an attachment.
7. After completing the above-mentioned information, click on “Submit Task” to finalise your application. Please note that you will not receive any confirmation in your e-mail. However, you should ensure that this message appears to you on the screen after submitting your proposal: “Task created successfully”.

If you have any questions, please contact us at the following email address: procurement@eitmanufacturing.eu

Disclaimer of Liability for Technical Failures:

EIT Manufacturing shall not be held liable for any technical failures, interruptions, or glitches occurring in its digital tool designated for receiving proposals in the Request for Proposals (RfP) as mentioned in the link above, irrespective of the underlying reasons. EIT Manufacturing assumes no responsibility for any loss or damage resulting from such technical issues.

Verification of Proposal Receipt:

In case of any doubt or uncertainty regarding the submission status, the supplier is obligated to take appropriate measures to confirm the receipt of their proposal, utilising the communication channels and tools made available by EIT Manufacturing for such verification. It is the supplier's sole responsibility to verify the successful submission and receipt of their proposal through the available means provided by EIT Manufacturing. By participating in the proposal submission process, the supplier acknowledges and accepts that EIT Manufacturing disclaims any liability related to technical failures affecting the digital tool and that the supplier is accountable for ensuring the successful transmission and receipt of their proposal.

5. Evaluation Criteria and Award Notification

Timely received proposals submitted by the tenderers will be examined, evaluated and compared in accordance with the following criteria and the contract shall be awarded to the highest ranked tenderer. The decision will be made according to the “Best Value for Money” principle. The award criteria will be the following:

- a) Quality of the proposal regarding implementation (30% of decision weight)
- b) References (30% of decision weight)



- c) Previous experience on the activities performed by EIT and / or EIT KICs and / or good knowledge of its projects and environment (20% of decision weight)
- d) Price (20% of decision weight)

An Evaluation Committee of 3 people will be established. Each bid will be evaluated and ranked according to the criteria above.

The compliance with the principles of transparency, non-discrimination, equal treatment and absence of conflict of interest will be ensured.

The successful and unsuccessful tenderers will be informed in writing (via email) about the result of the award procedure. In case the winning tenderer is unable to enter the contract, EIT Manufacturing may decide to contract the supplier receiving the second highest ranking.

Upon request from the tenderer concerned, EIT Manufacturing will as quickly as possible and in any event within 15 calendar days from receipt of a written request, inform:

- any unsuccessful candidate of the reasons for the rejection of its request to participate,
- any unsuccessful tenderer of the reasons for the rejection of its tender, including, if this is the case, its decision that the works, supplies or services do not meet the performance or functional requirements,
- any tenderer that has made an admissible tender of the characteristics and relative advantages of the tender selected as well as the name of the successful tenderer or the parties to the awarded contract,
- any tenderer that has made an admissible tender of the conduct and progress of negotiations and dialogue with tenderers.

Information referred to above may be withheld where the release of such information would be contrary to the public interest, would prejudice the legitimate commercial interests of an economic operator, or might prejudice fair competition between economic operators.

Should there be a suspicion that the provider will not be able to perform according to the price offered, EIT Manufacturing has the right to ask for explanations and may reject the tender where the evidence supplied does not satisfactorily account for the low level of price or cost proposed.

Complementary Note on the Evaluation Process:

After the initial evaluation of submitted proposals, it is possible that the potential top-ranked suppliers may be shortlisted for participation in a Pitch Session or in a set of interviews. It is important to emphasise that the evaluation will be conducted in strict accordance with the criteria outlined in the published Request for Proposal (RfP).

The primary objective of the Pitch Session or Interviews is to facilitate a deeper understanding of the received proposals, provide an opportunity to elaborate on specific details and allow the EIT Manufacturing to get to know the team of professionals better. During this session, the shortlisted suppliers will have the chance to present their proposals, clarify any questions and discuss how your firm can best meet the legal consulting needs of EIT Manufacturing.

Further details regarding the Pitch Session or Interviews, including dates and logistics, will be communicated to the shortlisted suppliers following the initial evaluation of proposals.



6. Complaint procedure

Tenderers believing that they have been harmed by an error or irregularity during the award process may file a complaint. Appeals shall be addressed to EIT Manufacturing **only** via the following email address procurement@eitmanufacturing.eu. The tenderers have **5 (five)** days to file their complaints from the date of receipt of notification of the results.

In your application to EIT Manufacturing the complainant shall explain what procedural aspects they consider having been violated along with any recommendations or remarks. Such charges need to be supported with data and facts and, if possible, – documentation. An appeal whose sole purpose is to obtain a second evaluation for no reason other than that the complainant disagrees with the final award decision is to be rejected.

7. Negotiations & Clarifications

Negotiations can be held in the following cases:

- if it is identified that the scope of services issued by EIT Manufacturing is not detailed enough, incomplete or some areas are lacking crucial information to complete the procedure for direct awards;
- if EIT Manufacturing has the intention to reduce the offered prices to find the best value for money;
- if all submitted prices are above the planned budget and it is everyone's interest to finish the procedure with success – in that case, price negotiation can take place. During a price negotiation, all tenderers are called to lower their prices by the same deadline in a written form.

EIT Manufacturing can organise as many rounds of negotiation as it is needed during the procedure in order to reach the highest quality of proposals and the best price.

Whenever possible, the negotiations should be carried out in writing, however, in special cases, video conference or even live negotiation can be organised. EIT Manufacturing also reserves the right to invite the tenderers to an individual meeting before the final award of contract in order to clarify details and ambiguities.

In case of obvious or perceived errors or omissions in the RfP, Tenderers can request additional information or clarifications by the deadline provided in the above timeframe through email at procurement@eitmanufacturing.eu.

Upon receipt of the bids, they will be reviewed and additional details will be requested from the tenderers as needed. The requests as well as the answers are to be submitted written by e-mail. Where information or documentation to be submitted by tenderers is incomplete or erroneous or where specific documents are missing, EIT Manufacturing staff may request the party concerned to submit, supplement, clarify or complete the relevant information or documentation within 3 day(s).

Bid preparation costs are not reimbursable and must be borne by the tenderers.

EIT Manufacturing owns all bids received in this RFP. Proprietary information of vendors in the bids will be kept strictly confidential. The offers as well as the contract may be submitted for audits.

8. Contract

The final award does not yet constitute the Contract. The Contract will be concluded at the time of signature by the Supplier and EIT Manufacturing. The winning supplier will be sent the contract to be signed (indicating the deadline by which the signed contract should be returned to EIT Manufacturing).



The invoicing will be based on a mutually agreed schedule; it will be detailed in the contract. The contract is estimated to be signed in the beginning of **September 2024 and will have a maximum duration of 2 (two) years with the possibility of renewal by mutual agreement between the parties.**

The awarded supplier will be requested to sign Standard Contractual Clauses (SCC) if no other GDPR compliant safeguards exist, and the supplier is located in a country for which the EU commission has not issued an adequacy decision.

9. Confidentiality Obligation

All information, whether written or oral, exchanged between the parties involved in this Request for Proposals (RfP) process, hereinafter referred to as the "Parties" shall be considered confidential and proprietary.

The Parties agree not to disclose, provide access to, or otherwise make available any confidential information to any third parties, including but not limited to individuals, companies, or organisations, who are not directly involved in the RfP process, without the express written consent of the disclosing Party.

"Confidential Information" shall encompass, without limitation, all data, documents, proposals, discussions, designs, specifications, financial information, technical data, trade secrets and any other information disclosed by one Party to the other during the RfP process.

The obligations of confidentiality shall not apply to information that is:

- a) Publicly available at the time of disclosure or subsequently becomes publicly available through no fault of the receiving Party.
- b) Already in the possession of the receiving Party prior to disclosure and not subject to an existing confidentiality obligation.
- c) Disclosed to the receiving Party by a third party with the legal right to do so without breaching any confidentiality obligations.
- d) Required to be disclosed by law, court order, or governmental regulation, provided that the disclosing Party is promptly notified and given the opportunity to seek a protective order.

Any Party found in breach of this confidentiality clause shall be subject to legal measures, including but not limited to litigation, injunctive relief and monetary damages, as deemed appropriate by the disclosing Party.

The obligations of confidentiality as set forth in this clause shall survive the termination or completion of the RfP process and shall remain in effect for a period of 5 (five) years, unless both Parties mutually agree in writing to terminate this confidentiality agreement.

This confidentiality clause shall be governed by and construed in accordance with the laws of France. Any legal action arising out of or in connection with this clause shall be subject to the exclusive jurisdiction of the courts of Paris, France.

10. Cancellation of the proposal procedure

In the event of cancellation of the proposal procedure, EIT Manufacturing will notify tenderers of the cancellation. In no event shall EIT Manufacturing 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 Manufacturing has been advised of the possibility of damages.



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

The supplier cannot be a EIT Manufacturing Partner or Activity Partner. Any bid from such an economic operator will be rejected.

Tenderers will be excluded if:

- a. they are being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations; they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata.
- b. they have been guilty of grave professional misconduct proven by any means which the EIT Manufacturing can justify.
- c. they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or any other country of the EU.
- d. they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the EU' financial interests.
- e. following a procurement procedure or grant award procedure financed by the EU budget, they have been declared in serious breach of contract for failure to comply with their contractual obligations.

The tenderers must not be in a situation of a conflict of interest, and they have sufficient economic and financial capacity, technical and professional capacity and legal and regulatory capacity to perform the requested services. Additional evidence or declarations might be requested by the contracting authority.

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

This RfP confers no entitlement or expectation for tenderers to enter into a contract with EIT Manufacturing. Consequently, EIT Manufacturing is not obliged to sign a contract with the chosen supplier, whether at present or in the future.