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Request for proposals

to provide EIT Community Officer of the EIT
Community RIS Hubs in
Croatia

12 July 2024

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1. Overview

The European Institute of Innovation and Technology and the Knowledge and Innovation Communities

The **European Institute of Innovation and Technology** (EIT) is a European Union body established by Regulation (EC) No 294/2008 of the European Parliament and the Council of 11 March 2008.

The EIT's mission is to contribute to the sustainable European economic growth and global competitiveness by reinforcing the innovation capacity of the Member States and the Union and addressing major challenges faced by the European society. It does this by promoting synergies and cooperation through integrating higher education, research and business in order to foster innovation and entrepreneurship in the knowledge triangle integration model. The EIT combines strategic orientation at EIT level, primarily through its Governing Board, with a bottom-up approach within the thematic remit of its Knowledge and Innovation Communities (KICs). KICs are highly integrated legal entities, which function as pan-European partnerships and bring together excellent universities, research organisations, small-, medium and large enterprises and other innovation actors on a long-term commitment around specific grand societal challenges.

The **Knowledge and Innovation Communities** (KICs) are designated by the EIT on the basis of an open competitive call. In 2009, the EIT designated three initial KICs in the fields of sustainable energy (EIT InnoEnergy), climate change adaptation and mitigation (EIT Climate-KIC) and next generation information society (EIT Digital, until 2015 named EIT ICT Labs). In 2014, two new KICs were designated in the areas of healthy living and active ageing (EIT Health) and raw materials- sustainable exploration, extraction, processing, recycling and substitution (EIT Raw Materials). In 2016 the EIT selected one additional KIC: EIT Food – sustainable supply chain from resources to consumers. In 2018 two KICs were designated in the thematic areas of Urban Mobility and Adding Value Manufacturing. In 2022 the newest KIC was designated to house a sustainable ecosystem for European Cultural and Creative Sectors and Industries (CCSI). Each KIC has been set up as a legal entity and has appointed a CEO to run its operations – a first for an EU initiative. The KICs operate under a great degree of autonomy to define their legal status, internal organisation and working methods, and the KICs have been conceived so that they are able to react in an effective and flexible way to new challenges and changing environments.

Each KIC has regional Co-location Centres (Innovation Hubs) with partners in close proximity, which is essential to facilitate interaction among members of the regional community. Co-location Centres are the focal point for the KICs' activity within these areas of focus. Co-location Centres build on the existing labs, offices or campuses of some of the KICs' core partners, which serve as clusters for a particular region, discipline or task. There they bring together people and teams from across the knowledge triangle for ideation, projects and other initiatives. Partners in KICs work together with a common goal: a positive societal and economic impact for Europe, to be measured in terms of new business creation, innovation in existing emerging industries, businesses and SMEs, jobs creation, entrepreneurship education and delivery of a new generation of entrepreneurs, and the overall success of the KIC in addressing societal challenges within their priority thematic areas.

The Regional Innovation Scheme

The **EIT Regional Innovation Scheme (EIT RIS)** was introduced by the European Parliament and the Council as part of the EIT's Strategic Innovation Agenda (SIA) 2014-2020. The EIT RIS is designed to share good practices and experience emerging from the EIT Community's activities, as well as to widen participation in KICs' activities. The aim of the EIT RIS is to help disseminate the knowledge and know-how of the EIT Community and widen participation in the KICs across Europe. The EIT RIS focuses on countries that are moderate and modest innovators according to the European Innovation Scoreboard² and have limited or no participation in the EIT Community's activities. Countries eligible to take part in the EIT RIS (2021-2024):

- EU Member States: Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Italy, Latvia, Lithuania, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain.
- Horizon Europe Associated Countries: Montenegro, Republic of North Macedonia, Serbia, Türkiye, Ukraine.
- Outermost Regions: Guadeloupe, French Guiana, Réunion, Martinique, Mayotte and Saint-Martin (France), the Azores and Madeira (Portugal), and the Canary Islands (Spain).

The EIT Community Strategic Regional Innovation cluster

EIT Community SRI Cluster is a joint activity of several KICs, funded by the EIT, to implement cross-sectoral actions to boost innovation in Europe's emerging economies, including those countries eligible for support under the EIT Regional Innovation Scheme (RIS). The KICs that actively take part in the EIT Community SRI Cluster are:

- EIT Climate-KIC: Working to accelerate the transition to a zero-carbon economy;
- EIT Digital: Driving Europe's digital transformation;
- EIT Food: Leading a global revolution in food innovation and production;
- EIT Health: Giving EU citizens greater opportunities to enjoy a healthy life;
- EIT InnoEnergy: Achieving a sustainable energy future for Europe;
- EIT Manufacturing: Strengthening and increasing the competitiveness of Europe's manufacturing industry;
- EIT RawMaterials: Developing raw materials into a major strength for Europe;
- EIT Urban Mobility: Smart, green and integrated transport;
- EIT Culture and Creativity: Creatives without borders, innovation without limits.

EIT Hubs in RIS Countries

In order to promote KICs activities in the EIT RIS countries, KICs engage local organisations to serve as EIT Hubs in the respective EIT RIS countries and regions. KICs have established EIT Hubs in the countries where they did not have presence in terms of Co-location Centres or partners. Hence, an EIT Hub functions as a representative of the respective KIC and mobilises local organisations to take part in joint activities with the KICs.

Local organisations are selected through an open competitive selection process and are designated to function as an EIT Hub for a specific KIC. The primary role of an EIT Hub is to ensure the visibility of the EIT Community and raise awareness of the EIT Community activities and cooperation opportunities for local players representing education, business and research areas.

The organisations serving as EIT Hubs have a strong footing in local ecosystems and help promote KICs' good practices and know-how of KTI. In addition, EIT Hubs also liaise with the relevant national, regional and local authorities and facilitate the sharing of EIT Innovation Community expertise with them.

A network of over 90 EIT RIS Hubs present in all EU Member States and beyond drive the successful implementation of the EIT RIS. The EIT RIS Hubs have helped the EIT Community to significantly widen its geographical spread. Over 1,300 organisations from the EIT RIS countries have become partners of EIT Innovation Communities while some 2,500 start-up teams from eligible countries were coached and prepared to enter accelerators.

Urban Mobility, RIS Hub collaboration Cross-KIC work package leader, has been designated the task to launch the first two pilot service procurement procedures on the setting up of EIT Community RIS Hubs in North-Macedonia and Latvia and to co-ordinate and monitor the operation and activities of the future EIT Community RIS Hubs together with the representatives of the **EIT Cross-KIC Strategic Regional Innovation Cluster** and the Steering Committee in the period between 2023 and 2025.

2. General objectives and scope of work

General objectives

In order to ensure the provision of the services described in section 2.2 the EIT Health InnoStars e.V. (hereinafter referred to as: **InnoStars**) was designated to launch a Request for proposals (hereinafter referred to as: **RfP**) procedure, on behalf of the **EIT Cross-KIC Strategic Regional Innovation Cluster**, whose overall goal is to bring together all of the EIT KICs in the context of one formal project to enable joint learning and improve the efficiency of the KICs' RIS projects and activities by sharing best practices, and utilising synergies built on common geographical and thematic interest.

In the framework of the present RfP InnoStars is seeking to appoint one professional in (Croatia) to overtake the position of EIT Community Officers. The aforementioned EIT Community Officers will be received the co-ordination and support of the local EIT Community RIS Hubs.

The tasks and responsibilities, the EIT Community Officers will need to fulfil all the tasks and responsibilities outlined in Annex 1.6 of the present request of proposal, "[EIT RIS Hubs Minimum Standards and Guiding Principles](#)".

Among the tasks and responsibilities, the main objectives and activities are listed below in a non-exhaustive manner:

- Serving as a contact gateway for local stakeholders towards the EIT Community as a whole.
- Cross-KIC coordination – alignment of KIC programmes.
- Initiating and supporting joint activities amongst the EIT KICs, to be implemented nationally and / or regionally, aligned with relevant Research and Innovation Smart Specialisation Strategy (RIS3) priorities.
- National showcasing of the EIT (Collecting information related the EIT KICs' activities, results, and opportunities of interest to local stakeholders with a view to their dissemination internally and externally).
- Scouting for local funding options (Coordinating the collection of local funding opportunities, leading any horizontal exploratory efforts, and facilitating the submission of joint proposals for national / regional funding).
- Coordinating and driving the EIT KICs' local communication activities.
- Facilitating the organisation of EIT Community awareness-raising events, including possible open days within the context of INNOVEIT, the EIT's annual innovation forum, and coordinating the participation of EIT Community representatives in relevant national events.

In this context, on behalf of EIT Cross-KIC Strategic Regional Innovation Cluster InnoStars is aiming to conclude a Service Agreement (hereinafter referred to as '**Agreement**') for one EIT Community Officer in Croatia by the present RfP procedure. The present procedure serves as a pilot project aiming at the provision of the necessary services and handle the volume of such services as detailed in the [EIT RIS Hubs Minimum Standards and Guiding Principles](#) and serves as a basis for the establishment of further EIT Community Officers in the RIS geographical area.

The specifications of the present RfP will become an integral part of the Agreement that will be concluded following the award procedure. Non-compliance to them during the performance of the Agreement may constitute a reason for InnoStars to terminate it.

Detailed scope of work

The support that is required and requested should cover the following areas and tasks. All tasks will be in full coordination with the InnoStars and the Cross-KIC RIS Steering Committee to ensure strategic fit and alignment of the selected Tenderer, activities, timing, and execution.

The EIT Community Officer's tasks are defined in the Minimum Standards and Guiding Principles for the EIT RIS Hubs, published in September 2022 and shall be used to measure the successful operation of the EIT Community Officer. (see Annex 1.6)

The EIT Community Officer will **act independently of any EIT KIC**, and at the same time will **represent all the KICs** to ensure impartiality and avoid conflict of interests.

The key performance indicators and their minimum targets for the EIT Community Officers are included in the document entitled '*EIT Community RIS Hubs - the EIT Community Officer's guide to performance monitoring*' elaborated by the Cross-KIC Strategic Regional Innovations Cluster. The indicative list of minimum KPIs recommended by the Cross-KIC Strategic Regional Innovations Cluster for the EIT Community Officers can be found in Annex 1.7 and Annex 1.9 of the present RfP. (Please note, that the list of the afore-mentioned minimum KPIs might still be changed, however these minimum KPIs should be met by the EIT Community Officers during their yearly activities.)

The detailed list of tasks and objectives are listed in the sub-sections below.

2.2.1. Internal Communication and Coordination (EIT Community Officer, RIS Hub Community Members and EIT KIC offices)

- Develop a good understanding of the EIT model and keep up to date with the KICs activities;
- Form good working relations with all EIT Community RIS Hub Community Members, and other EIT KIC Offices present in the same ecosystem both nationally and regionally;
- In consultation with the EIT Community RIS Hub Community Members, and other EIT KIC Offices present in the same ecosystem, establish a smooth and efficient working method which limits the administrative burden on the EIT Community RIS Hub Community Members, and other EIT KIC Offices, while supporting

their minimum functions;

- Design an appropriate work method and necessary tools for information sharing / coordination so as to facilitate continuous information exchange between the Hub Community Members, EIT RIS Hubs and other EIT KIC Offices present in the same ecosystem both nationally and regionally

2.2.2. Physical space

- Set up and maintain a physical space, in a city accepted by the Cross-KIC Strategic Regional Innovation Cluster and the EIT, after having consulted with the national authorities, where local stakeholders, including EIT National Contact Points (NCPs), can physically, walk-in to obtain information on, as well as gain access to the EIT Community, while additionally, aiding with the EIT's on-the-ground visibility and branding;

Tenderers are requested to share their ideas (description) about the physical space of the EIT Community Officer's office - including a cost estimate - in their technical offer. The cost of the office space shall be an optional part of their budget proposal, it should be indicated in a separate line. The Cross-KIC Strategic Regional Innovation Cluster can decide to use the offered option or to suggest hosting for the EIT Community Hub, if a better option is given.

(The office space must be suitable to hold negotiations, simple and small meetings besides providing a working environment for the EIT Community Officer. It is also favourable if the office is close to the various actors of the local innovation ecosystem. The use of a space for free of charge would be preferred.)

2.2.3. Communication and dissemination

- The EIT Community Officer serves as a centralised contact gateway for local stakeholders to the EIT Community as a whole and refers stakeholders to contact persons within other relevant EIT KICs, best suited to support their needs.
- Collect information to share through applicable channels related the EIT KICs' activities, events, results, and opportunities of interest to local stakeholders with a view to their dissemination internally and externally.
- Coordinate and support the EIT RIS Hubs local joint communication efforts, including by: managing and updating the EIT Community RIS Hub website <https://eit-ris.eu>, in English and in the local language, with information on EIT Community activities and opportunities, including dedicated sections targeted towards specific stakeholders, including, students, start-ups, national authorities and so on; facilitating the organisation of EIT Community awareness-raising events, including possible open days within the context of INNOVEIT (the EIT's annual innovation forum), and coordinating and supporting the participation of EIT Community representatives in relevant national events;

2.2.4. Financial sustainability

- Coordinate the collection of local funding opportunities and relevant key national events and bring these to the attention to the local Hub Community Members, EIT RIS Hubs and other EIT KIC Offices.
- Scout for and recommend to the EIT KICs opportunities to implement joint projects financed through other EU / national / regional funds including the European Structural and Investment Funds (ESIF) and Instrument for Pre-accession Assistance (IPA III);
- Contribute to, support and where appropriate, with the agreements of the EIT KICs, lead any horizontal exploratory efforts towards securing co-funding opportunities, including securing meetings with relevant national / regional authorities and facilitate the preparation for the submission of joint proposals for national / regional funding in case of general Cross-KIC actions;

2.2.5. Stakeholder engagement

- To the greatest extent possible, ensure a coordinated approach amongst the EIT KICs' RIS Hubs towards national authorities including relevant NCPs and Managing Authorities.
- Identify the need for and facilitating the implementation of shared services for Hub Members with a view to improve efficiency.
- Suggest and support, including, where appropriate and with the agreement of the EIT KICs, lead, the implementation of possible joint activities amongst the EIT KICs, to be implemented nationally and / or regionally, aligned with relevant RIS3 priorities.

2.2.6. Local intelligence gathering

- At the request of the EIT KICs, support any necessary updating of the local Country-specific roadmap and support with its implementation, as appropriate.
- Upon request, provide support, additional to that already offered by the EIT RIS Hubs, to the EIT and the EIT KICs with navigating the local innovation landscape, including by contributing to the development of EIT maps / ecosystem mapping.

2.2.7. Other tasks

- Any other tasks mandated by the EIT Management which, in principle, supports the EIT RIS Hubs to contribute to the achievement of the EIT's Objectives and implementation of its Strategy and Annual Work Programmes

Location, timing, planning and reporting

2.3.1 Start date & period of implementation

The intended start date is 1st September 2024 and is expected to last, at the latest, until 31st December 2025.

Estimated dedication for Tenderers is 800 hours per year to perform this assignment which is 0.5 FTE.

Timeframe for the provision of services

Set up	Month 8, year 1	September 2024	<ul style="list-style-type: none"> Contracting with successful Tenderer will take place in September 2024. Delivery of the services will start as of 1 September 2024.
Onboarding and kick-off	Month 9, year 1	September 2024	<ul style="list-style-type: none"> EIT Community Officer onboarding and kick-off. EIT Community Officer updates the „Yearly action plan“ (delivered in his / her proposal), based on feedbacks of the evaluation. EIT Cross-KIC Strategic Regional Innovation Cluster Steering Committee approves the adapted „Yearly action plan“.
First performance review (September-October 2024)	Month 12, year 1	December 2024	<ul style="list-style-type: none"> December 2024 EIT Community Officer submits its first midterm activity report (September-October 2024). A template will be provided by the EIT Cross-KIC Strategic Regional Innovation Cluster. EIT Cross-KIC Strategic Regional Innovation Cluster Steering Committee will review the first midterm activity report.
Yearly Performance review (September-December 2024)	Month 1, year 2	January 2025	<ul style="list-style-type: none"> January 2025. EIT Community Officers submit their yearly activity report (September-December 2024). A template will be provided by the EIT Cross-KIC Strategic Regional Innovation Cluster. EIT Cross-KIC Strategic Regional Innovation Cluster Steering Committee will review the yearly activity report.
Adaptation of the yearly action plan for 2025	Month 1, Year 2	January 2025	<ul style="list-style-type: none"> EIT Community Officer updates the „Yearly action plan“ for 2025 (delivered in his / her proposal), based on feedbacks of the evaluation EIT Cross-KIC Strategic Regional Innovation Cluster Steering Committee. EIT Cross-KIC Strategic Regional Innovation Cluster Steering Committee approves the adapted „Yearly action plan“.
First performance review	Month 7, year 2	July 2025	<ul style="list-style-type: none"> In July 2025 EIT Community Officer submits its first midterm activity report

(January-June 2025)			<p>(Jan-June 2025). A template will be provided by the EIT Cross-KIC Strategic Regional Innovation Cluster.</p> <ul style="list-style-type: none"> EIT Cross-KIC Strategic Regional Innovation Cluster Steering Committee will review the midterm activity report for 2025.
Yearly Performance review (January-December 2025)	Month1, year 3	January 2026	<ul style="list-style-type: none"> In January 2026 EIT Community Officers submit their yearly activity report (Jan-Dec 2025). A template will be provided by the EIT Cross-KIC Strategic Regional Innovation Cluster IT Cross-KIC Strategic Regional Innovation Cluster Steering Committee will review the yearly activity report.

2.3.2 Location

All services (2.2.1 – 2.2.6) will be provided in person and online in country. Video conferences and telephone conferences are preferred options for team meetings.

However, Tenderers are requested to set up and maintain a physical office space in a city accepted by the Cross-KIC SRI Cluster and the EIT, because the EIT Community Officer should be contacted physically by the local stakeholders, who can walk in to obtain information and gain access to the EIT Community. As it has been emphasised under section 2.2.2, Tenderers are requested to share their ideas about the physical space of the ECO office - including a cost estimate - in their technical offer.

On a needed basis, the provider can be called for specific assignments either to InnoStars, EIT or the Cross-KIC Steering Committee or any other project site designated by InnoStars. All costs borne for such travels shall be subject to reimbursement detailed later by InnoStars if justified.

2.3.3 Payment terms

Available maximum fund of **50,400.00 EUR** (VAT excluded) for the requested services is segregated below, for the 1,25-year assignment.

For year 2024: **12,600.00 EUR** maximum available funds (VAT excluded) **including** Incidental expenditure (including office space, travel and accommodation costs and other related costs)

For year 2025: **37,800.00 EUR** maximum available funds (VAT excluded) **including** Incidental expenditure (including office space, travel and accommodation costs and other related costs)

The Service Provider is entitled to submit invoices for complete and adequate quality performance following the acceptance of the Deliverable in accordance with Table 'Timeframe for the provision of services' under section 2.5 of the present RfP. In case of cross-border invoicing (i.e., the Service Provider is not registered in Germany), Service Provider shall invoice the production and communication services net of VAT and include the following reference on the invoice: "VAT is payable in Germany through reverse charge mechanism by InnoStars".

Payment will be made upon the acceptance of the deliverables by InnoStars. The budget for the Service Contract is covered by EIT Community Strategic Regional Innovations Project.

2.4. Methodology of work

The EIT Community Officer will align with the InnoStars RIS Manager, the relevant RIS managers of the corresponding KICs, the Steering Committee and the representative of EIT on a regular basis. The work of the EIT Community Officer might to be supported by an Advisory team (consisting of 3-5 representatives of the local stakeholders i.e. EIT NCP, innovation cluster, Ministry of Innovation, universities, etc.) wherein case the Cross-KIC SRI Cluster and the EIT Community Officer believe it is of crucial importance. If such expertise is necessary, the role of the above expert team is to provide strategic advice on implementing the EIT Community Officer's activity plan and complementarity of the local needs and opportunities, to give an overview of relevant policies, identifying relevant gaps or areas for improvement where EIT activities should be created, and identifying potential opportunities for creating synergies with EIT Communities towards innovation and growth. The members of such an expert team should undertake their mandate on a pro bono basis.

Meetings between the EIT Community Officer and the EIT Cross-KIC Strategic Regional Innovation Cluster

The following meetings are planned between the EIT Community Officer and the EIT IT Cross-KIC Strategic Regional Innovation Cluster:

Year 1

Preparatory call	Prior to the kick-off meeting, the EIT Headquarters and the EIT Community Officer will organise a preparatory call to discuss the scope of the Agreement and the role the EIT Community Officer together with the representatives of the EIT Cross-KIC Strategic Regional Innovation Cluster.
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	Format: online.
Onboarding and Kick-off meeting	<p>At the start of the Agreement the EIT Community Officer will be invited to a full day induction and a kick-off meeting with the EIT Cross-KIC Strategic Regional Innovation Cluster and with the representatives of the EIT Headquarters.</p> <p>The yearly Action plan submitted by the EIT Community Officer shall be reviewed and updated during the kick-off meeting. The Action plan shall be approved by the EIT Cross-KIC Strategic Regional Innovation Cluster Steering Committee.</p> <p>Format: online</p>
Status calls	<p>At the kick-off meeting, the representatives of EIT Cross-KIC Strategic Regional Innovation Cluster and EIT Headquarters will inform the EIT Community Officer on the frequency of the status calls.</p> <p>Format: online.</p>

Year 2

Status calls	<p>The frequency will be confirmed at the closing meeting of Year 1.</p> <p>Format: online.</p>
Closing meeting	<p>The meeting will be held to draw conclusions on the implemented service and lessons learnt and address any other topics that might arise.</p> <p>Format will be confirmed in year 2.</p>

2.5. Deliverables

All services shall be provided within the contract period.

The EIT Community Officer is expected to produce the following **deliverables** in each year. (In year1 the timing of the reports deviates from Year2, as Agreement signature is foreseen in September 2024).

- 1) **Yearly action plan** describing the main activities, success criteria, targets for Key Performance Indicators (KPIs) and *modus operandi* of the EIT Community Officer¹.
- 2) **First performance review** (cover the period January-June), using the template provided by the EIT Cross-KIC Strategic Regional Innovation Cluster.

¹ Please note, that the key performance indicators and their minimum targets for the EIT Community Officers are included in the document entitled '*EIT Community RIS Hubs - the EIT Community Officer's guide to performance monitoring*' elaborated by the Cross-KIC Strategic Regional Innovations Cluster. The document is under consultation with EIT. For further reference see Annex 1.6 of the present RfP.

- 3) **Yearly Performance review** ((cover the period January-December), using the template provided by the EIT Cross-KIC Strategic Regional Innovation Cluster.
- 4) **Monthly progress briefs** to be submitted to the EIT Cross-KIC Strategic Regional Innovation Cluster describing the main activities undertaken by the EIT Community Officer and main achievements. Depending on the amount of information to be included in the respective reporting period, the reports should on average have 3-4 pages.
- 5) **Minutes of all the meetings** held with EIT Community RIS Hub Community Members, EIT KIC Offices representatives and external stakeholders (annexed to the monthly briefs).

Description of evidence	Year 1			Year 2		
	Code	Month	Amount Payable	Code	Month	Amount Payable
Yearly action plan	DEL1_Y1	9	1,575.00 EUR	DEL1_Y2	1	1,050.00 EUR
First year Performance review (September - December 2024)	N/A	N/A	N/A	DEL2_Y2	1	1,050.00 EUR
Second year Performance review (January-December 2025)	N/A	N/A	N/A	N/A	N/A	N/A
1st Monthly progress brief	N/A	N/A	N/A	DEL3_Y2	1	1,050.00 EUR
2nd Monthly progress brief	N/A	N/A	N/A	DEL4_Y2	2	3,150.00 EUR
3rd Monthly progress brief	N/A	N/A	N/A	DEL5_Y2	3	3,150.00 EUR
4th Monthly progress brief	N/A	N/A	N/A	DEL6_Y2	4	3,150.00 EUR
5th Monthly progress brief	N/A	N/A	N/A	DEL7_Y2	5	3,150.00 EUR
6th Monthly progress brief	N/A	N/A	N/A	DEL8_Y2	6	1,575.00 EUR
First performance review (September - October for 2024, January-June for 2025)	DEL4_Y1	10	1,575.00 EUR	DEL9_Y2	6	1,575.00 EUR

7 th Monthly progress brief	N/A	N/A	N/A	DEL10_Y2	7	3,150.00 EUR
8 th Monthly progress brief	N/A	N/A	N/A	DEL11_Y2	8	3,150.00 EUR
9 th Monthly progress brief	N/A	9	1,575.00 EUR	DEL12_Y2	9	3,150.00 EUR
10 th Monthly progress brief	DEL2_Y1	10	1,575.00 EUR	DEL13_Y2	10	3,150.00 EUR
11 th Monthly progress brief	DEL3_Y1	11	3,150.00 EUR	DEL14_Y2	11	3,150.00 EUR
12 th Monthly progress brief	DEL5_Y1	12	3,150.00 EUR	DEL15_Y2	12	3,150.00 EUR

Presentation and references:

The data in the above deliverables shall be presented with an appealing layout, containing tables as well as appropriate graphics to illustrate the arguments. All deliverables must be sent to the InnoStars (the relevant KIC) for review by the Tenderer in electronic format. They should have numbered paragraphs and pages and a clear identification, including the version (draft, revision or final) and the date.

The format and structure will be discussed during the onboarding session of the EIT Community Officer. The reports/deliverables are to be provided for unrestricted use by EIT KICs and free from all third-party copyright restrictions.

Further requirements regarding the deliverables include compliance with the InnoStars brand guidelines provide the requirements for use of our logo. These are publicly available at www.eithealth.eu. The extent that other requirements (e.g. typeface) apply to the report can be discussed with the EIT Cross-KIC Strategic Regional Innovation Cluster. Please note, that all deliverables and communication shall be in the English language.

2.6. Additional information

All Tenderers must sign a Letter of Interest in the form provided by InnoStars, attached as Annex 1.1 and Annex 1.2 to the present Notice.

During 12th to 16th August 2024 a round of interviews will be conducted to candidates.

Candidates are requested to indicate two suitable time slots for the interview from the table below:

(CET)	12 August	13 August	14 August	15 August	16 August
10.00 - 11.00					
11.00 – 12.00					

13.00 – 14.00					
14.00 – 15.00					

In line with point 4.2 *Award criteria* of the present RfP, the following questions will be raised during the interviews:

1. Could you please, identify the 5 main gaps of the local innovation ecosystem in Croatia?
2. Would you please, prioritise the main gaps of the local innovation ecosystem based on importance.
3. Which adequate actions or solutions do you propose for the gaps in the local innovation ecosystem?

During the interviews the communication skills of the candidate will be examined based on the two criteria below:

- How easily and clearly can candidate express herself/ himself in English.
- To what extent is the candidate able to understand and take part in innovation and work-related communications.

2.7. Requirements as to form and content

The Application shall include:

- a signed Letter of Interest (Annex 1.1), including the list of relevant experience. The list of references shall contain at least the following information: Tenderer entity; Project/ programme title; Agreement start date; Agreement end date; the subject-matter of the Agreement.
- Reference Letter(s) signed by the Tenderer(s) of the experience(s) presented to comply with qualification selection criteria described in Section 3.5. The Reference Letter(s) must include all necessary information that will allow InnoStars to fully assess compliance with the qualification selection criteria. Please note that experience listed but not, or only partially supported by Reference Letter, will not be considered.
- CVs of the experts signed by the expert, presenting the requirements to comply with the qualification selection criteria described in Section 2.8.
- The Applicant must submit its application via email in proper (legibly) scanned and non-editable PDF, which is accessible without entering a password. Application may not be submitted by joint Applicants.

2.8. Qualification selection criteria of the EIT Community Officer

Qualification selection criteria of the EIT Community Officer will be based on the professional capacity of the Applicant. The following selection criteria will apply:

Minimum eligibility criteria

- Only Croatian-registered legal entities can apply and has the ability to issue invoice.
- Legal entity has a registered office in Croatia. Appointed expert of the legal entity should fulfil the requirements below:

- Candidate possesses C1 level fluency in the official language/s/ of Croatia,
- Candidate possesses C1 level fluency in English,
- Candidate has a university or a related higher education degree in business, economics, law, political science, environmental studies, sustainability, or other innovation related fields.
- Candidate has at least 3 years of professional experience in innovation, entrepreneurship and/or European affairs as project manager or key expert
- Managed / worked as key expert for at least 1 EU-financed project for at least one year

Special eligibility criteria

Special eligibility criteria	Description
Secondary eligibility criterion	<p>Connection and knowledge of the local innovation ecosystem.</p> <p>Nr. of delivered projects for Innovation ecosystem development in the last 8 years.</p> <p>The applicant must provide evidence of number projects.</p>
Third eligibility criterion	<p>Knowledge of the EIT system, collaboration experience with EIT/EIT KICs/RIS Hubs in the last 8 years.</p> <p>The applicant must provide evidence of collaborations.</p>
Fourth eligibility criterion	<p>Experience with networking services. [events organised, studies or other services provided for international networks] in the last 8 years.</p> <p>The applicant must provide evidence of services delivered.</p>

Reference Letters must contain all relevant data allowing InnoStars to fully assess the compliance of the Tenderer, otherwise the experience will not be considered.

3. Proposal Process

3.1. Proposal Schedule

	DATE
Publishing the call on the EIT Health website	12 th July 2024
Date for submitting requests for additional information	22 nd July 2024
Deadline for submitting proposal	5 th August 2024 23.59 pm CET
Interviews to potential Tenderers	12 th – 16 th August 2024
Intended date of notification of award	21 st August 2024
Intended date of Agreement signature	1 st September 2024
Intended start date of the Agreement implementation	1 st September 2024

3.2. Participation

Participation in this procedure is restrictive to Tenderers of this RfP.

3.3. Submission of proposal

Proposals are requested to be emailed in written form, **in English** to the following address until **the deadline of 5th August 2024 23.59 pm CET**, to:

Contact name: For the attention of **Monika Toth Director**, EIT Health Regional Innovation Scheme at InnoStars.

E-mail: innostars.procurement@eithealth.eu

The proposal shall contain:

1. Documentation required under Section 2.7 'Requirements as to form and content'
2. The technical response to the services requested (see Section 2.2: 'Detailed scope of work')

Technical description in detail how the services dissected in **Chapter 2 of the RFP** will be provided by the Tenderer.

3. **Activity plans for the years 2024 and 2025 with the following mandatory activities** and also taking into consideration the **Indicative list of key performance indicators and minimum targets for the EIT Community Officers in Annex 1.7** as well as the **List of forthcoming activities in Annex 1.7**. (*Additional activities can also be proposed as the EIT Community Officer's future activities.*)

- **Mapping of local ecosystem and stakeholders**
- **Local event mapping**
- **Awareness raising activities** (supporting the EIT Community awareness-raising events)
- **Info events** (supporting the EIT Community information events and mapping the events of the local stakeholders which can be of interest for the EIT Community)
- **Collecting information on local funding opportunities** (and bring these to the attention to the local Hub Community Members, EIT RIS Hubs and other EIT KIC Offices)
- **Updating the common platform <https://eit-ris.eu>** (database accessible for the KICs on local calls, events, etc.)
- **Additional activity(ies) proposed by the Candidate**

➤ **Narrative part related to the Activity plans for 2024 and 2025:**

1. Description on how the Tenderer plans to co-ordinate the events, organise meetings, his/her capacity to co-ordinate the events and liaise with EIT RIS Hubs, stakeholders, etc. (max. 1 page)
2. Description of the Candidate's plans to reach and establish good working relationships with the RIS Hubs and other stakeholders (max. 1 page)
3. A short description on the local funding opportunities and how these can be funnelled to the KICs' activities (max. 1 page)
4. Description of the capacity of the Tenderer to provide extra services to RIS Hubs and other stakeholders. (max. 1 page)

(Detailed scope of work for the implementation of tasks proposed by the Tenderer, Organisation and methodology together with the Activity plan plus the narrative part cannot exceed 10 pages)

(Tenderers are requested to propose KPI targets in their activity plan e.g. number of organised co-ordination meetings, EIT Community awareness-raising events, joint meetings for all KICS with regional/local/ national authorities, meetings with external stakeholders, etc.)

When composing the Activity plans for 2024 and 2025 please, try to cover as many KPIs from Annex 1.7 as possible.

3. Please, identify the 5 main gaps of the local innovation ecosystem in Croatia and prioritise them based on importance. How would you target them with your actions – please, propose adequate solution for the problems. (max. 1 page)
4. Ideas of the Tenderers for the physical space of the ECO office - including a cost estimate and description of the office space: (max. 0,5 page)

Size (m2):

Functions:

Category of the office building:

How far is it from the various players of the local innovation ecosystem:

Name of hosting institution (if applicable):

5. The financial offer (the price for the service.) The financial offer must be presented in **EUR**. The price must be indicated as gross amount, excluding (VAT).

Please note, that the office space cost is to be included in the financial proposal even in the case that no facilitation is provided, as mentioned in the section 2.2.2. The Cross-KIC Strategic Regional Innovation Cluster can decide to use the offered option or to suggest hosting for the EIT Community Hub, if a better option is given. Cost of the office space should be indicated under cost category *C.3 - Other goods, works and services (€) including office related costs of the budget proposal*.

Suggestion for co-financing of the EIT Community Officer's activities / operation might also be included if there is any.

As all incidental expenditures have to be verified by invoices, only *budget line A) - Personnel* of the financial offer will be taken into consideration during financial evaluation.

The email including the proposal from the Tenderer should be sent and delivered by 5th August 2024 23.59 pm CET.

- 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 InnoStars by the submission deadline. All risks associated with the delay or loss of the proposal shall be borne by the Tenderer only. InnoStars will deem proposal received after the submission deadline invalid.
- Proposal should be concise and clear. The Tenderer's proposal will be incorporated into any Agreement that results from this procedure. Tenderer is, therefore, cautioned not to make claims or statements that they are not prepared to commit to contractually.
- The Tenderer represents that the individual submitting the candidate's proposal is duly authorized to bind its entity to the proposal as submitted. The Tenderer also affirms that it has read the RfP 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:

- Tenderer's Submission form and Tenderer's declaration form (Annex 1.3 and 1.4) together with supporting documents evidencing the legal name of the Tenderer (copy of the official documents showing the name of the candidate and 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 InnoStars for the evaluation of the tender on the basis of the exclusion and selection criteria set out below;
- Any amendment requests after the tender submission deadline and the notification of award shall not be accepted or discussed. InnoStars is not obliged to accept any amendment requests, proposed modifications nor Agreement templates.

3.5. Validity of the proposal

Tenderers are bound by their proposal 30 days after the deadline for submitting the proposal or until they have been notified of non-award, whichever period is longer.

The winners must maintain its proposal for a further 30 days to close the Agreement.

Proposals not following the instructions of this RfP can be rejected by InnoStars.

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 **Monika Toth Director, EIT Health Regional Innovation Scheme at InnoStars.**

E-mail: innostars.procurement@eithealth.eu

InnoStars 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

InnoStars retains ownership of all proposals received under this tendering procedure. Proprietary information identified as such, which is submitted by Tenderer in connections with this RfP, will be kept confidential.

The potential or actual Tenderer should accept that during the implementation of the Agreement and for four years after the completion of the Agreement, InnoStars has the right for the purposes of safeguarding its financial interests that the proposal and the Agreement of the Tenderer 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, InnoStars may request the Tenderer concerned to submit, supplement, clarify or complete the relevant information or documentation 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 an Agreement;
 - 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 InnoStars during the RfP procedure;
 - v. attempting to obtain confidential information that may confer upon it undue advantages in the RfP 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

InnoStars will award the Agreement 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:

DESCRIPTION	SCORE
Action Plan evaluation	Max. 60 points
1. Feasibility of the Tenderer 's action plan, his/her yearly programme – overall methodology and work of scope.	10 points
2. Content of the proposal, detailed description, attention to details of the submitted proposal. Quality of the offer and organization of candidate`s services.	10 points
3. How the Tenderer plans to co-ordinate the events, organise meetings, his/her capacity to co-ordinate the events and liaise with EIT RIS Hubs, stakeholders, etc.	5 points
4. How the Candidate plans to reach and establish good working relationships with the RIS Hubs and other stakeholders.	10 points
5. Knowledge on local funding opportunities and a plan how to funnel them into KICs activities	10 points
6. Capacity of the Tenderer to provide extra services to RIS Hubs and other stakeholders.	10 points
7. Creativity of the proposal – Out of the box thinking	5 points
Interview phase	Max 40 points
A- Communication skills of the candidate	
1. How easily and clearly can candidate express herself/himself in English.	10 points
2. To what extent is the candidate able to understand and take part in innovation and work-related communications.	10 points
B- Identifying the 5 main gaps of the local innovation ecosystem in Croatia	

<p>1. Candidate identified the main gaps in the local innovation ecosystem. (Number of main gaps identified 1 gap 2 points 2 gaps 4 points 3 gaps 6 points, etc.)</p>	<p>10 points</p>
<p>2. Candidate prioritised the main gaps of the local innovation ecosystem based on importance. (Number of main gaps prioritised 1 gap 1 point 2 gaps 2 points 3 gaps 3 points, etc.)</p>	<p>5 points</p>
<p>3. Candidate offered adequate solution / actions for the gaps in the local innovation ecosystem.</p>	<p>5 points</p>

The applicable award criteria will be weighted as follows:

- A. Technical content: 60%
- B. Financial offer: 40%

Aggregate evaluation and scoring:

- A. Technical content (maximum weighted score: 60%)

Evaluation of the technical content will be carried out following the below sub-criteria:

- I. Technical capacity of the Tenderer (maximum score: 100)

As for the Action Plan criterion, the method of the evaluation is as follows:

Where the highest ranking is 10 points, the highest will receive 10 points, 2nd 7, 3rd 4, 4th 1.

10 points – Exceeds the required standards, response the question with precision and relevance.

7 points – Meets the standard required. Comprehensive response in terms of detail and relevance to the question.

4 points – Meets the standards in most aspects but fails in some areas. Acceptable level of detail, accuracy and relevance.

1 point – Meets only some of the aspect of the standards. Limited information, inadequate or only partially addressed the question.

Where the highest ranking is 5 points, the highest will receive 5 points, 2nd 4, 3rd 3, 4th 1.

5 points – Exceeds the required standards, response the question with precision and relevance.

4 points – Meets the standard required. Comprehensive response in terms of detail and relevance to the question.

3 points – Meets the standards in most aspects but fails in some areas. Acceptable level of detail, accuracy and relevance.

1 point – Meets only some of the aspect of the standards. Limited information, inadequate or only partially addressed the question.

B. Financial offer (maximum weighted score: 40%)

The financial offer must be presented in EUR. Prices must be indicated as gross amount, excluding VAT.

The lowest offered price shall receive the highest score (100), others shall be calculated in relation to that in linear equation.

4.3. Selection of the Tenderers

The final selection of the Tenderer will be based on the best price-quality ratio principle. The best price-quality ratio is established by weighing technical quality against price on a 60%/40% basis, i.e.

Total technical score: max. 100 (weight: 60%)

Total financial score: max. 100 (weight: 40%)

Total score: max. ... (total technical score x 0,6 + total financial score x 0,4)

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 Agreement.

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

4.4. Signature of Agreement(s)

The Tenderers will be informed in writing (via email) about the result of the award procedure.

For the Agreement, the template in Annex 1.10 shall apply.

Within 3 days of receipt of the Agreement from InnoStars, the selected Tenderer shall sign and date the Agreement and return it to InnoStars.

4.5. Cancellation of the proposal procedure

In the event of cancellation of the proposal procedure, InnoStars will notify the Tenderers of the cancellation. In no event shall InnoStars 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 InnoStars 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 InnoStars. 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

InnoStars 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 Agreement, InnoStars may refrain from concluding the Agreement.

The Tenderers 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'). Tenderer should inform InnoStars 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 Tenderer should accept that during the implementation of the Agreement and for four years after the completion of the Agreement, InnoStars has the right for the purposes of safeguarding the EU's financial interests, the proposal and the Agreement of the Tenderer 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 Letter of Interest form
- 1.2 Application form
- 1.3 Tenderers' submission form
- 1.4 Tenderer's declaration form
- 1.5 Detailed Proposal s
- 1.6 EIT RIS Hubs Minimum Standards and Guiding Principles
- 1.7 Definition of key performance indicators and minimum targets for the ECOs
- 1.8 Activity plan 2024 and 2025 of EIT Community Officer of the EIT Community RIS Hubs in Croatia
- 1.9 EIT Community RIS Hubs – the EIT Community Officer's guide to performance monitoring
- 1.10 Service agreement template