



Request for Proposals

Service agreement for Design and Implementation of M365 Collaborative Tools at EIT Food

EIT Food – Making Food Innovation Happen

Knowledge & Innovation Community on Food,
Supported by the European Institute of Innovation and Technology (EIT)

May 2021

<http://www.eitfood.eu>



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1. Invitation to provide a proposal

EIT Food IVZW is an international non-profit organization incorporated under the laws of Belgium, having its registered address at Philipssite 5, Ubicenter A bus 34, 3001 Leuven, Belgium, registered at the Crossroads bank for Enterprises with number 0672.423.992, Register of Legal Entities Leuven (hereinafter referred to as EIT Food).

This document and its appendices constitute a Request for Proposal (RFP) issued by EIT Food for a potential procurement of services (via a service agreement) for design and implementation of M365 (Microsoft) Tools at EIT Food; with the proper training, processes and governance associated with it.

With this RFP, EIT Food provides information so that the Tenderer shall understand EIT Food's requirements and scope for the service intended in order to provide a suitable proposal.

The submitted tender should be clear and comprehensive so that EIT Food is able to have a clear understanding about the tenderer, their ways of working with clients, their suggested expertise and services, and their delivery capacity in order to make an informed decision.

2. Overview of EIT Food

2.1 About EIT Food

EIT Food is Europe's leading food innovation initiative, working to make the food system more sustainable, healthy and trusted.

We need to future proof our food. So, we are on a mission to build an inclusive and innovative community where the consumer is actively involved.

The initiative is made up of a consortium of key industry players, startups, research centres and universities from across Europe. It is one of eight Innovation Communities established by the European Institute for Innovation & Technology (EIT), an independent EU body set up in 2008 to drive innovation and entrepreneurship across Europe.

EIT Food's vision is to put Europe at the centre of a global revolution in food innovation and production, and its value in society. EIT Food will engage consumers in the change process, improve nutrition and make the food system more resource-efficient, secure, transparent and trusted. EIT Food has six strategic objectives:

- Overcome low consumer trust: support Europeans in the transition towards a smart food system that is inclusive and trusted;
- Create consumer valued food for healthier nutrition: enable individuals to make informed and affordable personal nutrition choices;
- Build a consumer-centric connected food system: develop a digital food supply network with consumers and industry as equal partners;
- Enhance sustainability: develop solutions to transform the traditional 'produce use-dispose' model into a circular bioeconomy;
- Educate to engage, innovate and advance: Provide 'food system' skills for more than 10,000 students, entrepreneurs and professionals through advanced training programmes.
- Catalyse food entrepreneurship and innovation: foster innovation at all stages of business creation.

Besides its headquarters based in Belgium, EIT Food has five Innovation Hubs across Europe which are called Co-location Centres (CLC), based in Madrid, Reading, Munich, Leuven and Warsaw.

Staff at EIT Food headquarters and the Co-location centres are actively involved in designing and selecting a portfolio of activities across the Areas of Education, Business Creation, Innovation and Public Engagement to achieve its vision and mission. The EIT Food Grants Management Office prepares a business plan of activities to secure grant funding from the EIT and manages the grant and distributes funding to its Partners.

Please find more information on our organisation in Appendix 1 of this RFP: Introduction to EIT Food or on our website www.eitfood.eu.

2.2 About EIT Food Shared Services Team

The EIT Food organisation is distributed across 5 Co-Location Centres providing a national presence, and the EIT Food HQ in Leuven, Belgium. In addition to regional management and outreach, staff execute activities in the Areas of Education, Business Creation, Innovation and Public Engagement.

The entire organisation is supported by a Shared Services department under the direction of the COO, based in HQ in Leuven. The Shared Services department provides IT, HR, Legal and Finance services, and works closely with the Grants Management Office.

Within this department, the IT Team, under the lead of the IT Manager, is responsible for the set-up and maintenance of the workplace tools (Hardware – computers, printers, etc - and software – Office 365, Adobe, etc) as well as the overall IT decisions (IT Strategy, IT governance, IT security, etc).

3. Subject of Procurement

3.1 General Instructions

This award procedure is aimed at selecting a contractor responsible to design and implement Microsoft 365 Tools at EIT Food.

The main task of this assignment is to implement and set-up Microsoft 365 Collaboration tools at EIT Food (including Sharepoint, OneDrive, Teams). To perform this assignment, the tenderer will need to understand EIT Food business needs regarding Document Management and Collaboration Tools; Design the solution; Train the users and create appropriate IT governance.

The contract with the selected company will be signed by EIT Food ivzw.

Remarks:

- EIT Food is under no obligation to offer a minimum value of services to any tenderer.
- The tenderer will be selected based on the evaluation methodology and criteria indicated in section 4.
- This RFP is not to be construed in any way as an offer to contract with your organisation.
- The assignment is non-exclusive, and EIT Food keeps the right to procure similar products or services.
- Working language between EIT Food and the contractor selected through this procedure will be English.

3.2 Project and Quality Management

The contractor must ensure a sound management of the assignment. An experienced project manager shall be appointed for the project by the service provider. The project manager shall be the privileged counterpart of EIT Food for all aspects of the work. The project manager shall liaise internally with all services of the contractor and report directly to EIT Food.

Design and Implementation

The design of the solution and its implementation will be executed by the tenderer. The tenderer describes in the offer the project management methodology.

The tenderer includes in the offer a proposal for the planning, execution and follow-up of the project.

For the development, testing & implementation separate ICT environments might be foreseen. Testing can be done on the basis of user acceptance testing, in which end users & key staff of EIT Food will be involved.

Training

The tenderer assures adequate training for the IT team and EIT Food staff. Depending on the topic and the situation, a “Train the trainer” approach might be privileged.

Documentation and knowledge transfer

The tenderer foresees adequate knowledge transfer and a technical document for IT staff.

Final delivered documentation will need to be approved by EIT Food for final delivery.

3.3 Context and motives for this assignment

EIT Food started in 2017. To accommodate a rapid growth of the company, ICT services were contracted to a service provider who implemented all IT solutions (Hardware and Software) at EIT Food.

Microsoft 365 was selected. SharePoint Sites, Teams, One Drive and a Hosted Data Drive started to be used by EIT Food Staff.

The data and usage of these tools grew organically, along with a rapid growth of activities and personnel. An IT Manager was recruited in September 2020, but with a lack of IT governance and absence of end-user training until this point, the structure and management has become inefficient and gives rise to the need for these services.

The IT Manager has identified that EIT Food staff are facing issues with document management and collaboration in general. Here are some of them (non-exhaustive list):

- The same document stored in multiple places (Data server (K Drive), SharePoint Sites, Teams. Local computer)
- Number of SharePoint sites are increasing significantly.
- Within SharePoint sites, document repository has more and more levels and complexity
- No clear guidance regarding which tool to use in which situation
- User access is not centralised and not maintained, especially around mailing groups.
- No framework to manage access rights, especially for sensitive information.

Therefore, a complete cleaning and redesign of the Microsoft tools already in place at EIT Food is needed; with appropriate training and IT governance.

3.4 Functional requirements

The following tasks should be performed during this assignment:

- Understanding EIT Food business needs regarding Document Management and Collaboration Tools
- Design and implement M365 Tools to match the business needs. Here are some tools that should be implemented or adapted:
 - SharePoint (Partner Portal, Sharing information Internally or externally, Public Asset Library, “EIT Food WeTransfer” Tool, eSigning Integration, Procurement workflows, Intranet page, search center, etc)
 - OneDrive
 - Teams
- Advise and Investigate any modification of the IT Infrastructure:
 - Eg: Replacement of Active Directory by Microsoft Admin Center; Migration of VOIP Phones to Microsoft Teams
 - Implementation InTunes for Administration of Endpoints
 - Backups of MS data, etc
- Create IT Governance
- Ensure appropriate training (IT Team, Admin Team and End-user through Train-the-Trainer approach)
- Review Licensing model and advise on any modification to these licenses.

These tasks should be performed during the last **semester of 2021**. If an extension of the project timeline is needed, this will be agreed between EIT Food and the service provider.

Please find more information on the requirements in Appendix 2 of this RFP: Functional requirements.

3.5 Other requests

Security measures and protection of personal data

The service provider needs to have the appropriate technical and organisational measures in place to properly secure its systems and the data stored. You should share a full overview of all such technical and organisational measures in order to allow EIT Food to make an informed decision. If you would have specific certificates in this context, please append those to your proposal.

Furthermore, please share all subprocessors (name, address, purpose of the processing, location of the processing) and confirm that you have made the necessary contractual arrangements regarding the protection of personal data in accordance with the general data protection regulation and other applicable laws implementing and supplementing the same. Please note that a data processing agreement will need to be signed with EIT Food.

4. Proposal Process

4.1 Participation

Participation in this RFP is open to all service providers with specific expertise in the requested areas.

4.2 Submission of proposal

	Date
Publication of request for proposals	28 June 2021
Deadline for requesting clarifications	08 July 2021, 17.00 CET
Deadline for submitting proposals	12 July 2021, 12.00 CET
Deadline for notification of shortlisting	14 July 2021, 17.00 CET
Potential Pitching/Demonstration sessions	15 July 2021, 15.00 CET
Intended date of notification of award	16 July 2021
Intended date of contract signature	23 July 2021

After the above-mentioned deadline of submission, EIT Food will not accept any proposals coming in. No later than one calendar day before the original deadline, the submission deadline can be extended by EIT Food.

From the received proposals EIT Food will shortlist maximum 3 proposals. In the following days the shortlisted service providers might be contacted to deliver an online pitch or answer some Q&A.

EIT Food retains the right at any moment of the process to stop the RFP process if required. This RFP is not to be construed in any way as an offer to contract with your organisation.

The tenderer will not disclose the terms of their RFP to any third party. The tenderer must not communicate with any other personnel of EIT Food regarding this RFP. All information supplied in connection with the RFP regarding EIT Food as a result of this tender process shall be treated as confidential and shall not be disclosed to any third party. Likewise, all information not in the public domain and included in the tenderer's proposal will be treated in confidence by EIT Food.

4.3 Validity of the proposals

Tenderers are bound by their proposals for 90 days after the deadline for submitting proposals or until they have been notified of non-award.

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

Proposals not following the instructions of this RFP can be rejected by EIT Food.

4.4 Requests for additional information or clarification

In case the tenderers require additional information or clarifications, these should be addressed to the email indicated below. For reasons of transparency and to be fair to all, communication between EIT Food and tenderers in relation to this RFP is only possible in writing. Answers will be communicated to all tenderers.

Requesting clarifications on the RFP process should be addressed to the email: ***raphael.debleser@eitfood.eu***

Clarification emails should include a subject header in the following format: *“EIT Food RFP Ref. Design and Implementation of M365 Collaborative Tools, Request for Clarification, Company Name”*.

Requests for clarification should be submitted to the designated email address by the date and time of the deadline.

For reasons of transparency and to be fair to all, we will not be accepting questions on this RFP via any other channel. EIT Food has in any case no obligation to provide clarification.

4.5 Costs for preparing proposals

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

4.6 Clarification related to the submitted proposals

After submission of the proposals, they shall be checked if they satisfy all the formal requirements set out in the proposal. Where information or documentation submitted by the tenderers are or appears to be incomplete or erroneous or where specific documents are missing, EIT Food may request the tenderer concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit.

4.7 Negotiation about the submitted proposal

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

4.8 Evaluation of proposals

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

Award criteria:

Technical:

1. Methodology approach of project and proposed project implementation steps and planning to deliver the functional requirements as outlined in Appendix 2 (maximum: 40 points)
2. Project management expertise and technical Expertise of staff dedicated to the implementation. Reference of similar implementation (maximum 20 points)

Total technical score: 60 points maximum

Financial:

3. Total Cost to deliver the service outlined in Appendix 2 (20 points).
The cost should be detailed based on each activity foreseen to deliver the service outline in Appendix 2. It should include the costs related to:
 - a. Execution of project (functional analysis, technical analysis, implementation, project management, testing, ...)
 - b. Purchase and maintenance of infrastructure (server or other hardware) if needed.
 - c. Support (both for incidents due to the fault of EIT Food or its representatives as others such as bugs) and maintenance
 - d. Yearly cost price of (possible) cloud or hosting services
 - e. Training of administrators; IT staff and Train-the-Trainer
 - f. Possible upgrades if applicable
4. Daily Rate of a typical team assigned to the project. (20 points)
 - a. Please use the template mentioned in Appendix 3 in your proposal.

The lowest offered price shall receive the highest score; the score for other offers shall be calculated in relation to that in linear equation (maximum: 40 points)

Total financial score: 40 points maximum

Total maximum score: 100 points

Exclusion criteria:

The tenderer should be available in the critical period of implementation (Last Semester of 2021, first semester of 2022)

The results of the award procedure will be communicated in writing (via e-mail) to the successful and unsuccessful tenderers.

4.9 Demonstrations and Q&A

If needed, EIT Food might request the service provider to meet for a demonstration/Q&A Session.

The Demonstration is meant to better understand the capability of the service provider to design and implement M365 solutions. The service provider may be asked to introduce its company, give references of previous similar projects, explain its Project Management and Technical Expertise and, based on the requirements in section 3, explain the foreseen implementation steps (Tasks) with estimation of timeline, cost and resource plan.

The session will not last more than 60 minutes.

4.10 Award

The outcome of the award procedure will be communicated in writing (via e-mail) to the successful and unsuccessful proposers.

4.11 Signature of contract

The outcome of this RFP will be to conclude a service agreement including support services and any other professional services for the duration of 1 year, with a possible extension in the terms agreed by EIT Food and the service provider.

Within 5 days of receipt of the contract from EIT Food, the winning tenderer shall sign and date the Contract and return it to EIT Food. Upon receipt, EIT Food shall countersign and return one signed copy of the Contract to the winning tenderer. No contractual relationship shall exist until a written contract is signed between EIT Food and the selected candidate. Please note that the procurement officer of EIT Food will review the proposed template and may amend the template prior to signing.

Failure of the winner to sign the contract within a given timeline may constitute grounds for annulling the decision to award the contract.

4.11 Reward and terms of invoicing and payment

The services will be rewarded according to the agreed price stated in the offer. All services and ancillary services need to be covered by the contract and will be charged based on the stated prices. The price will be increased by the value added tax. Prices cannot change during the total duration of the agreement.

The schedule of payments will be established in line with the agreed timeframe and expected deliverables.

Invoices are payable within 30 days upon receiving invoice and acceptance of services by EIT Food.

4.12 Cancellation of the proposal procedure

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

4.13 Ethics clause / Corruptive practices

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

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

4.14 Appeals / complaints

Tenderers believing that they have been harmed by an error or irregularity during the award process may file a complaint. Appeals should be addressed to EIT Food. The tenderers have 10 calendar days to file their complaints from the dispatch of the award notification e-mail.

5. Format of Proposal

Detailed offers should not exceed 25 pages.

The detailed offer should contain:

- The technical response to the service requested, which must include at least the following components:
 - **Proposal of the solution with Project Methodology**
 - **Implementation Plan with estimation of Timeline and resource Plan**
 - **Example of a team**
 - **Technical and Project Management Expertise (Certifications, etc)**
 - **1 Reference of similar implementation (similar in scope and complexity)**
- The financial offer (the price for the services). The Financial offer shall be expressed in Euros, VAT shall be indicated separately. The offer should at least include these 2 elements:
 - Total Cost to deliver the service outlined in Appendix 2
 - Daily Rate of a typical team assigned to the project, please use the template mentioned in Appendix 3
- A signed version of the tenderers declaration form (see Appendix 4 to this RFP).

Manner of Submission: Electronic Submission of Proposal to: raphael.debleser@eitfood.eu

Please indicate the reference number of this tender in the main cover of your submission and the name of your company. Proposals should be submitted to the designated email address by the date and time of the deadline mentioned above.

- **Language of proposal:** English
- **Proposal Currency:** Euro

Any incomplete proposal will be automatically deemed ineligible.

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

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

Appendix 1: Introduction to EIT Food

European Institute of Innovation and Technology

EIT Food, initiated and funded by the European Institute of Innovation and Technology (EIT), is Europe's leading food innovation initiative. EIT is an EU body created by the European Union in 2008 to strengthen Europe's ability to innovate. The EIT is an integral part of Horizon Europe, the EU's Framework Programme for Research and Innovation.

The Institute is a unique EU initiative that drives innovation across Europe by integrating business, education and research to find solutions to pressing global challenges.

EIT supports the development of dynamic, long-term European partnerships among leading companies, research labs and higher education. These partnerships are called Innovation Communities and each is dedicated to finding solutions to a specific global challenge, from climate change and sustainable energy to healthy living and food. Bringing together more than 1,500 partners, the EIT is Europe's largest innovation network; it connects the dots. EIT powers innovators and entrepreneurs across Europe to turn their best ideas into products, services, jobs and growth.

Currently there are 8 such Innovation Communities. Each Innovation Community is an independent organisation. EIT Food is the Innovation Community for Food.



What is the EIT?

The European Institute of Innovation and Technology (EIT) drives innovation in Europe by supporting entrepreneurs, innovators and students across Europe to turn their best ideas into reality.

How does the EIT work?



Trains a new generation of entrepreneurs



Develops innovative products and services



Power start-ups & scale-ups

Europe's largest innovation community



The EIT's Innovation Communities create and find innovative solutions to major societal challenges

Europe's one-stop shop for innovation



6 100+ Jobs created



1.5B€ Investment raised by EIT ventures



2 000+ Ventures supported



900+ New products and services



2 300+ Graduates completing EIT programmes



50+ Innovation Hubs across Europe

EIT Food

At EIT Food we are working to make the food system more sustainable, healthy and trusted.

Our current food system is facing many challenges. Just to mention a few:

- There are currently 800 million people undernourished globally (FAO, 2019) and over 2 billion people overweight (WHO, 2018), with half of humankind expected to be overweight by 2030 (McKinsey, 2014)
- Food production accounts for 30% of global greenhouse gas emissions (UN, 2012)
- We need to feed 10 billion people by 2050 (FAO, 2019)
- Around one third of all food is wasted globally (FAO, 2019)
- 70% of global freshwater withdrawals come from the food industry (FAO, 2016)
- The expected 76% rise in the global appetite for meat and animal products could increase greenhouse gases by 80% by 2050 (UN 2012)

As EIT Food, we believe that we are all responsible for, and connected to, the food that we eat, so we all need to work together to improve it. Our role is to bring all players together and guide and accelerate the innovation process that will transform the food system.

EIT Food ecosystem

EIT Food is - above all else - a network, and our excellence comes from our Partners. The initiative is made up of a consortium of key industry players (multinationals, nationals and SMEs), agrifood startups, research centres and universities from across Europe. EIT Food unites over 140 core & network partners and over 60 enterprising startups from EU member states and associated countries (academic and research institutions as well as businesses and non-profit organisations.)

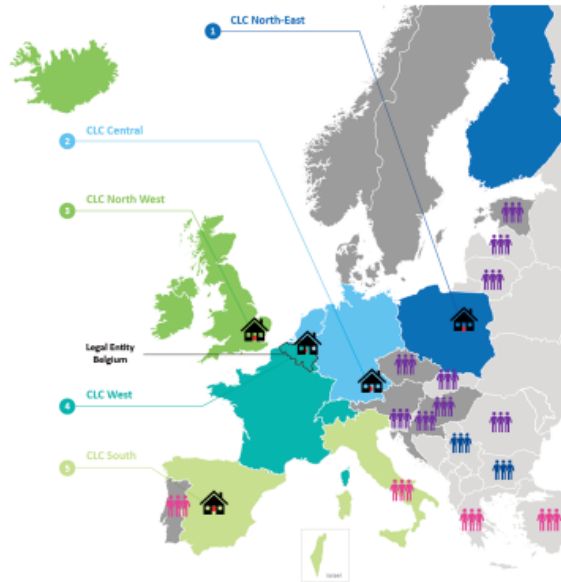
As well as our headquarters in Leuven, Belgium, we have five regional offices (Co-Location Centers): Reading (UK), Munich (Germany), Madrid (Spain), Warsaw (Poland), and Leuven (Belgium). We also work with 11 hubs, which are local organisations that are a gateway for us in those countries.

EIT Food – Innovation Community for Food

5 Co-location Centers (CLCs):
Leuven, Reading, Madrid; Munich; Warsaw

4 CLC South Hubs :
Portugal, Italy, Greece, Turkey

7 CLC North-East Hubs:
Croatia, Czech Rep., Estonia, Hungary, Lithuania, Slovenia, Romania (2018); Latvia, Slovakia (2019); Bulgaria, Serbia (2020).



Our objectives

We need to future proof our food. It's our vision is to develop the agrifood sector into a major strength for Europe by boosting competitiveness, growth and attractiveness of the European agrifood sector via radical innovation, new education approaches, guided entrepreneurship and public engagement. Our vision will be realised by integrating knowledge and expertise from industry, education and research and by engaging stakeholders from the entire agrifood value chain, including consumers.

Success for EIT Food means we contribute to Societal Impact in Healthy Diets and Sustainable Food Systems. We believe the main focus areas, that will drive food systems transformation and deliver the highest impact on society, economy and/or environment are alternative proteins, sustainable agriculture and aquaculture, targeted nutrition, circular food systems and digital transformation of traceability. As such these are the focus areas in our strategy, next to consumer trust.

EIT Food has set itself **6 strategic objectives** (SO). Achieving these will bring a major transformation of the food system.

1. Overcome low consumer trust - supporting European citizens in the transition towards a smart food system that is inclusive and reassuring
2. Create consumer-valued food for healthier nutrition - enabling individuals to make informed and affordable personal nutrition choices
3. Build a consumer-centric connected food system - developing a digital food supply network with consumers and industry as equal partners
4. Enhance sustainability through resource stewardship - developing solutions to transform the traditional 'produce-use-dispose' model into a circular bio-economy

5. Educate to engage, innovate and advance - providing 'food system' skills for students, entrepreneurs and professionals through advanced training programmes
6. Catalyse food entrepreneurship and innovation - fostering innovation at all stages of business creation

We will achieve them by:

- Creating and scaling-up- agrifood startups to deliver new food innovations and businesses
- Developing talents and leaders to transform the food system
- Launching new innovative products, ingredients and solutions to deliver healthier and more sustainable food
- Engaging the public so they can become the agents of change in the food system.

Portfolio

As indicated earlier, we are building an inclusive and innovative community where the public is actively involved. This community works together on a portfolio of innovative projects that are implemented by our partners in the area of innovation, education, entrepreneurship and public engagement. Some examples of the activities and programmes EIT Food are working on to tackle the challenges:

- Our RisingFoodStars Association is a disruptive community for entrepreneurs allowing impactful scaleups to work together with corporates and academia to solve important problems affecting the food sector.
- The EIT Food TrustTracker® will survey 147k people by 2024 to measure consumer confidence in the entire agrifood sector over time.
- Our FoodUnfolded® platform is an interactive platform demonstrating the positive side of technology to consumers and creating an open and honest dialogue on food between people, startups and industry.
- Our online courses are helping people improve their understanding of the food system, how food is made and how to make better health and dietary choices.
- Our innovation projects are making food safer and more transparent by improving the tracking & tracing of food products and building devices to assess the freshness, nutritional value and identity of foods throughout the value chain.
- Our Business Creation activities such as EIT FAN, Seedbed, Innovation Prizes, provide mentorship, financing and guidance for innovative impactful agrifood entrepreneurs from launching an idea to accelerating registered startups and scaling high-potential mature scaleups.
- Our Education activities provide a range of activities developed with leading higher education institutions and food companies to help current and future students as well as professionals who want to launch or develop their career pathway in the agrifood sector: from summer schools, internship opportunities to dedicated Master and PhD programmes.

You can find more information about EIT Food in the presentation attached.

Appendix 2: Functional requirements

- SharePoint:
 - Design and Implementation of Private Sharepoint site for each Business Unit (including 4 Functional Areas, RIS, Shared Services) and Co-Location Centres (CLCs).
 - Design and Implementation of site for Sharing information between Business Units.
 - Design and Implementation of site for sharing information externally (Partner Portal)
 - Design and Implementation of a Public Asset Library
 - Design and Implementation of a File Transfer tool (ie WeTransfer)
 - Design and Implementation of a Search Center with Metadata
 - Design and Implementation of eSigning Solution Integration and Procurement workflow (to automate signature of contracts, storage of procurement information)
 - Intranet Page for employees (to find resources, store resources and guidelines, access who's who, etc)
- Data Migration from existing Sharepoint to new structure
 - Estimate the typical migration or train EIT Food resources to
- Teams:
 - Implement best practices for Teams (eg. restrict team creation + workflow for Team creation)
- One Drive:
 - Implement OneDrive account for all users
 - Facilitate migration from existing K Drive (Hosted Data drive) to One drive account
- Accessibility of Microsoft Tools:
 - Design and implement Role/Profile Matrix
 - Review and advise on cleaning of MS365 email addresses, groups, distribution lists, etc
 - Implement with EIT Food IT Team a procedure to (1) clean existing data (emails, groups, distribution lists, etc) and (2) maintain the matrix under control (e.g. IT policy on user creation, Onboarding and Offboarding form available on the intranet, etc)
- Workflows:
 - Create forms and workflows for Employee Onboarding/Offboarding
 - Design Procurement workflow
 - Create forms for new email address, Teams, Distribution Lists request
 - Create any necessary workflows to help manage and maintain the MS Tools
- Advise and Investigate any modification of the IT Infrastructure:
 - Eg: Replacement of Active Directory by Microsoft Admin Center; Migration of VOIP Phones to Microsoft Teams
 - Implementation InTunes for Administration of Endpoints
 - Backups of MS data, etc
- IT Governance:
 - Create IT governance related to all implemented Tools and avoid organic growth of data and metadata
- Training of IT Team (max 2 persons) and Administrators (max 5 people) and Train-the-Trainer for End-Users (max 10 trainers to cover the full organisation)
- Review Licensing model and advise on any modification to this licenses

Appendix 3: Submission Templates

Financial Template:

- Daily Rate Template: Please follow the table format below. Any relevant profile relevant for the assignment should be listed. If any of the already listed profile is not relevant, please justify.

Job Title/Profile	Potential Role and responsibilities during this assignment	Daily Rate (excluding VAT)	VAT Rate
Business Analyst			
Project Manager			
O365 Architect			
O365 Trainer			
MS Senior Consultant			
MS Senior Developer			

Appendix 4: Tenderer Declaration Form

See next page



Declaration on honour

REFERENCE: _____ -

I, the undersigned, _____, acting as _____, tenderer in the
aforementioned contract hereby confirm:

- that on the date of the submission of the proposal for this request for services, the organization that I represent and the staff proposed for this tender are not subject to a conflict of interest in the context of this specific contract. A conflict of interest could arise in particular as a result of economic interests, political or national affinities, family or emotional ties, or any other relevant connection or shared interest;
- that I will inform EIT Food iVZW without delay of any situation constituting a conflict of interest or which could give rise to a conflict of interest;
- that the organization that I represent and the staff proposed have not made and undertake not to make any offer of any type whatsoever, from which an advantage could be derived in connection with this contract;
- that the organization that I represent and the staff proposed have not sought and will not seek, have not attempted and will not attempt to obtain, and have not accepted and will not accept, any advantage, financial or in kind, from any party whatsoever, where such advantage constitutes an illegal practice or involves corruption, either directly or indirectly, inasmuch as it is an incentive or reward relating to the performance of the contract;
- that I am aware that EIT Food iVZW reserves the right to check this information, and I realize the possible consequences that may arise from any false declaration in providing the information required by EIT Food iVZW in order to participate in the specific contract.

Date:

Full name:

Signature: