

Procurement Advertisement

Contract Details	
Title	EIT Climate-KIC Community Models: co-design and implementation plan for EIT Climate-KIC's future Community model, relationship/s model, Community services and associated fee structures.
Short description	EIT Climate-KIC is looking to procure expert consultancy services for the co-design of (and implementation recommendations for) EIT Climate-KIC's future Community model, relationship/s model, Community services and associated fee structures.
Proposed type of contract	One-off Agreement
Type of process	Request for Proposal
Legal entity	Climate-KIC Holding B.V.
Contract duration	3-6 months
Details of goods/services to be provided	<p>EIT Climate-KIC is looking to procure expert consultancy services for the co-design of (and implementation recommendations for) EIT Climate-KIC's future Community model, relationship/s model, Community services and associated fee structures.</p> <p>This will include co-ordination of multiple stakeholders and inputs, including (for example) conducting interviews with current and former EIT Climate-KIC Partners, interviewing relevant members of the EIT Climate-KIC team, researching and gathering data on partnership/membership models in the EU and philanthropically funded bodies, and interrogation and analysis of various relevant data (such as Sensemaker Community survey results) in order to co-design:</p> <ul style="list-style-type: none"> • EIT Climate-KIC membership and relationship model/s and (potential) associated fees. • Scalable Community support systems, namely a Community Desk and the associated customer support processes. • An EIT Climate-KIC Community value proposition (building from existing inputs and prior work undertaken by EIT Climate-KIC). • Definition of service offers from EIT Climate-KIC to the Community. • Development of medium and longer-term continuous improvement recommendations for the Community Desk function (including necessary IT infrastructure). • Development of recommendations for the communications infrastructure required to deliver high quality and relevant partner communications, namely systems tooling to introduce variety, effectiveness, and an enhanced end-user experience. <p>The following deliverables are specifically required as part of an overarching report:</p>

	<p>Deliverable 1: Options for EIT Climate-KIC future community model, and recommended approach to implementation.</p> <p>Deliverable 2: Overview of EIT Climate-KIC's current and future Community services and associated fees (including co-design of Community Desk accountabilities and processes), including a high-level financial impact analysis of the different options, developed in collaboration with the EIT Climate-KIC finance team.</p> <p>Deliverable 3: High-level mapping of future relationship management processes and structures (i.e. who and how relationships will be managed across EIT Climate-KIC in the new model).</p> <p>Deliverable 4: EIT Climate-KIC Community value proposition.</p>
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Timeline	
Deadline for receipt of expressions of interest	26/11/2020
Date EIT Climate-KIC will send bid documents	27/11/2020
Deadline for receipt of proposals	04/12/2020
Proposal must be valid for	3 months

Contact Details to register your Expression of Interest	
Contact person	Michelle Zucker
Contact person's role	Director of Social Activation and Experimentation
Email	michelle.zucker@climate-kic.org

Following completion of this form, please delete this comment and send to the relevant colleague from the Communications Team.