

Request for Quotation

Evaluative Narratives

Date: April 4th, 2025

1. Overview

1.1 Executive Summary

This is a Request for Quotation (RFQ) that details Climate KIC’s requirements for services. Please treat this document in accordance with the confidentiality obligations detailed further in this document.

Services and/or goods requested	Evaluative narratives (training and editorial)
The legal entity requesting these goods and/or services	Stichting Climate-KIC International Foundation Plantage Middenlaan 45 1018 DC Amsterdam Netherlands
Services and/or goods will be delivered to the following locations	Services will be delivered remotely. Some onsite services may be required in Europe.
Climate KIC Contract Manager for submitting quotes and inquiries	Alexander Van Vliet Senior Manager Systems Evidence and Learning alexander.vanvliet@climate-kic.org
Proposed contract term for successful candidates	2-year Framework Agreement with potential extension for another year.

1.2 Timelines

Climate KIC has set the following indicative timelines for this RFQ:

Planned Date*	Milestones
Friday, 11 April 2025	RFQ published on Climate KIC website and issued to bidders upon request
Wednesday, 16 April 2025, 18:00 CEST	Deadline for bidders to submit questions on the RFQ
Monday, 21 April 2025, 18:00 CEST	Deadline for bidders to submit their quotation
Tuesday, 22 April – Tuesday 29 April 2025	Climate KIC team to review quotations Climate KIC to gain clarification from bidders
Wednesday, 30 April 2025	Notification of contract award
Monday, 5 May 2025	Proposed contract start date

* Climate KIC reserves the right to amend this timetable during the RFQ.

1.3 How you can participate

1. Review the RFQ documents provided by Climate KIC.

2. If you have questions on the RFQ, email the Contract Manager at least 3 business days before the submission deadline (April 16th, 2025). We aim to respond in a timely manner wherever possible. Responses will be shared with all bidders.
3. Submit a quote following the requirements at Section 0 by the Submission Deadline stated at Section 1.2.
4. Climate KIC will assess bids and notify bidders following the timeline at Section 0.

1.4 About Climate KIC

Climate KIC is the EU's climate innovation initiative, working to accelerate the transition to a zero-carbon and resilient world by enabling systems transformation. Headquartered in Amsterdam, it operates from 13 hubs across Europe and is active in 39 countries. Climate KIC was established in 2010 and is predominately funded by the European Institute of Innovation and Technology (EIT), a body of the European Union.

As a Knowledge and Innovation Community (KIC), it brings together more than 400 partners from business, academia, the public and non-profit sectors to create networks of expertise, through which innovative products, services and systems are developed, brought to market and scaled-up for impact. See <https://www.climate-kic.org/> for more information.

2. Confidentiality

All information provided in this Request for Quotation (hereinafter "RFQ") document and any information that may be subsequently disclosed during discussions, correspondence and negotiations is confidential and must not be disclosed to any other party or used for any other purpose whatsoever without the prior written permission of Climate-KIC Holding B.V. or relevant subsidiary (hereinafter "Climate KIC").

The Supplier must not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Supplier's group or use them for any purpose other than for the preparation and submission of a response to this RFQ. The Supplier must not make any press announcements or publicise in any way Climate KIC's name, this document, the quotation process or any subsequent agreement without the prior written consent of Climate KIC.

Climate KIC may require the execution of Non Disclosure Agreement as part of this RFQ or for future commercial engagements. As part of preparation for the submission of the response and in any subsequent negotiations, the Supplier is allowed to disclose confidential information to others within the Supplier organisation, external advisors or subcontractors, provided that the confidentiality conditions are adhered to.

Employees of either party who have access to confidential information must be notified of their obligations with regard to confidentiality and of the disciplinary proceedings which will result if confidentiality conditions are breached.

3. Introduction and Background

In 2024, Climate KIC's Measurement, Evaluation & Learning (MEL) team commissioned a pilot methodology on outcome storytelling. An outcome story is Climate KIC's approach to evidencing how,

by seeking to intervene in a particular system, Climate KIC has contributed to specific outcomes recognised by others.

An outcome story combines:

- Robust monitoring, evaluating and learning (MEL) approaches to understand and evidence how Climate-KIC creates change, alongside;
- Techniques to tell powerful stories, which resonate with their primary audience.

Following a successful pilot, the outcomes story methodology has been adopted into Climate KIC's organisation-wide evaluation frame and is being piloted by a wider group of colleagues under a grant supported by the European Institute of Innovation and Technology (EIT) in 2025.

We are seeking an agency, consultant/consultant(s) with expertise in measurement, evaluation and learning and narrative/storytelling to support the rollout of the method.

Next to our own Outcome Stories, we are seeking support with developing story based evaluation in compliance with funder requirements.

4. Specification

4.1 Scope

a) Climate KIC Outcome Stories & Narratives

Climate KIC are requesting quotation for a consultant/ several consultants to work with the measurement, evaluation and learning team as well as the Communications team towards the rollout of the Outcomes Story methodology between May and December 2025, and potentially to further support the implementation of the methodology in 2026.

The objectives of the work are:

- To ensure that the Outcomes Stories methodology is well understood by key internal stakeholders and project leads within Climate KIC and embedded in monitoring, evaluation and learning frameworks, action plans and reporting.
- To deliver high quality and multi-purpose evaluative communications outputs for our key audiences, capable of rigorously articulating our impact and influencing the work of our wider network.

Specifically, the consultant will deliver training sessions on Climate KIC's Outcome Stories methodology in close collaboration with the MEL team. They will also lead on the delivery of an agreed number of Outcome Stories, creating a robust, evaluation-based narrative on how Climate KIC, its partners and stakeholders have engaged with each other in contributing to a shift in systems and what shape this takes. Furthermore, the consultant will use both evaluative and communication capabilities to develop short communication products for different audiences (blog posts, articles, social media collateral, videos, etc. – based on the Outcome stories but going beyond). Furthermore, the consultant may be requested to produce additional evaluative stories based on our funder's evaluation templates.

The consultant is expected to attend some of Climate KIC's activities (in person and/or virtually) in the delivery of the above services. Climate KIC will assist the consultant in selecting stories that follow a common thread, providing backstopping and access to interview partners where needed.

b) Story Based Evaluation Outputs

The supplier will work closely with Climate KIC colleagues in MEL, communications, grant management to develop compelling success stories e.g. from our Entrepreneurship, Solutions and Ventures (ESV) and Resilient Climate Neutral Regions (RCNR) work.

This could include, but not limited to:

- Undertaking interviews and other direct evaluative activity with Climate KIC partners to gather data and narrative material for outputs
- Identifying appropriate formats for outputs and producing, including written reports, blogs, social media content, video and others.
- Drafting of e.g. success stories within funder's evaluation templates and other outcomes stories as may be determined.

Scope a) and b):

Outputs will be requested to be written at a suitably professional standard and are to be provided for unrestricted use by Climate KIC and free from all third party copyright restrictions. Climate KIC will receive ownership of such work products and may make them available to other parties, publish online, or other at our discretion. Further requirements regarding the reports include:

- The Climate KIC brand guidelines provide the requirements for use of our logo. These are publicly available at <https://www.climate-kic.org/who-we-are/media-and-brand/>. The extent that other requirements (e.g. typeface) apply to the report can be discussed with the Contract Manager.
- The provider should allow for rounds of review by Climate KIC and subsequent edits to ensure acceptable quality of the completed report.
- Written outputs should follow Climate KIC's brand guidelines on tone of voice and terminology

Additional services related to this Scope may be requested on a day rate basis. Please ensure a rate card is included with your submission and any other applicable costs associated with supplementary services.

The contract may be appointed to a panel of providers. A panel of up to 3 will be selected and then appointed contractually prior to delivery of services. Appointment to the Panel does not guarantee award of work. Climate KIC reserve the right to seek quotation from one or more panel members during the duration of the contract at our own discretion.

The supplier will ensure sufficient financial, economic, technical, and professional capacity to deliver the services in an efficient and effective manner.

4.2 Service Level Requirements

In providing goods and/or services to Climate KIC, the following service levels are requested:

- The service provider should be generally contactable and responsive during business hours by phone or email.
- Services should be delivered by professionally competent and appropriately experienced individuals.
- The consultant(s) may be required to travel within Europe for a sequence of days.

4.3 Sustainability

In order to uphold our commitment to sustainability, Climate KIC aims to minimise any negative impact we may have on the natural and built environment by effectively managing our resources.

In the efforts to procure in a sustainable manner with minimal impact, the following requests are made of the bidder:

- The services are to be delivered digitally following a paperless policy
- We ask our service providers to consider the greenhouse gas emissions from transport to events. Cycling, walking, public transport and rail are preferable over air travel wherever possible.
- We love to hear what suppliers are doing to minimise impact. Feel encouraged to share your approach and policies if applicable.

4.4 Eligibility

Climate KIC reserve the right to reject quotes where the proposed supplier:

- Has insufficient technical, professional or financial capacity to deliver the services.
- Has been bankrupt or insolvent (last 7 years)
- Is sanctioned by a relevant authority
- Does not comply or has previously not complied with our [Ethical Standards for Contractual Counterparties](#)
- Has been convicted of crime, links to terrorism, breach of tax or social security obligations
- Is an individual prior employee of an Climate KIC or group entity (discretionary basis)
- Will continue to be a full time employee of an EIT grant recipient or Climate KIC partner during the contract term (discretionary basis)

If any of these scenarios apply, please make Climate KIC aware in your submission.

4.5 Required Experience and Capabilities

The team or individuals delivering the services should be able to demonstrate the following experience and capabilities:

- Expertise in storytelling methodologies in systemic and/or social impact fields.
- Working knowledge of systems- and complexity-informed measurement, evaluation and learning practices.
- Working knowledge of climate policy landscape, and (desirable) the European Institute of Innovation and Technology's Knowledge and Innovation Community (KIC) model.
- Developing, delivering and disseminating evaluative stories and other communications outputs in rigorous and audience-friendly formats.

- Project and financial management showcasing on time and on budget delivery.

4.6 Payment & Invoicing

- Payments will be made following provision of a correctly rendered undisputed digital (via email) invoice to **Climate KIC**. The **Climate KIC** contract manager will inform the successful bidder where to submit invoices.
- Payment terms associated with delivery of the goods and/or services must be not less than net 30 days.
- **Climate KIC** can provide a purchase order number to be referenced on invoices.
- Where **Climate KIC** is requesting services over longer periods of time, we ask that bidders invoice in a pay as we go model (e.g. billed on a monthly consolidated invoice based on work completed or completion of deliverables).
- Requests for deposit payments are generally not accepted.
- If the bidder is requesting any form of payment prior to delivery of goods and/or services, this must be raised with **Climate KIC**.
- If submitting invoices for subscription services, please ensure these fees are itemised and priced at line level.

4.7 Contract Management

A framework agreement is proposed for award of work.

Climate KIC can share their standard terms and conditions but will consider the bidder's own terms and conditions on the basis that the bidder can incorporate the following:

- Climate KIC requires that that service providers provide an indemnity to Climate KIC for breach of third-party intellectual property rights;
- Climate KIC's primary source of funds is the European Institute of Innovation and Technology (EIT) eit.europa.eu/. Consequently, Climate KIC is obliged to pass through certain FPA/SGA terms to all service provider and service providers are required to agree and comply with such terms. See <http://www.climate-kic.org/policies/>;
- In addition, Climate KIC will ask that service providers comply with the Ethical Standards for Climate KIC Contractual Counterparties available at <https://www.climate-kic.org/policies>
- Service providers are required to comply with Climate KIC's standard data protection clauses (can be provided in advance on request) and provide an indemnity for any breach;
- The liability of the service provider to Climate KIC (and affiliates) to be uncapped in respect of breach of data protection clauses. For all other heads, liability of the service provider to Climate KIC (and affiliates) may be capped at a reasonable multiple of fees not less than 2X. If applicable, Climate KIC liability to service provider also be similarly capped;
- No indemnities extended by Climate KIC to service providers.

5. Award Criteria

Climate KIC will assess bids based on the following factors:

Component	Weighting
Cost – the total cost for providing the scope.	40%
Experience and Capabilities – track record of delivery ability to meet the requirements at Section 4.0 as evidenced by its response.	40%
Quality – suitability and capability of the proposed services to deliver the scope and requirements in the Specification as evidenced by its Response.	20%
Total	100%

6. Instruction to Bidders

6.1 Responding with your quote

Climate KIC are requesting the following are submitted to bid on this contract:

1. A **Response** that sufficiently details the bidder's offer and responds to the requirements contained in this document.
 - The bidder is kindly asked to include their trading name, VAT or tax identification number (if applicable) and registered trading address.
 - Include website links to examples of work previously performed by the bidder if applicable (e.g. portfolios, work products or other)
2. A **Quotation** that meets the requirements described at Section 0
3. Resumes of individuals that will be assigned to conduct the services for Climate KIC (e.g. links to LinkedIn profile).

Any alternative solutions or services that the bidder may wish to bring to the attention of Climate KIC should be included at the end of your response. Climate KIC reserves the right to reject RFQ responses that do not confirm with these guidelines.

All responses shall be made to the Contract Manager (refer Section 0) via electronic copy.

6.2 Quotation requirements

Climate KIC request that bidders quote in the following manner as appropriate to delivery of the services:

- Please provide a day rate for your services in Euros and specify if the quote includes / excludes VAT or any other taxes;
- Travel and subsistence for these services are strictly limited. Any travel will be agreed with the Contract Manager/ Project Manager. Costs for agreed travel will be reimbursed upon provision of receipts. Time for travel will not be billable hours.
- Include all applicable costs or charges associated with providing the goods and/or services in your quotation.
- Please quote on a company letterhead or similar company form where possible with the resolution described in Error! Reference source not found. at a minimum. Where a resource plan can be provided or explicitly requested, please refer the example in Error! Reference source not found..

6.3 Subcontracting guidance

It is acceptable for bidders to sub-contract parts of the service but Climate KIC is keen to understand which elements of the service this would apply to. In your response, state which sections are proposed to be subcontracted and advise Climate KIC of the sub-contractor name and address (address is not required for an individual).

Climate KIC require at least one relevant reference including the name and phone number of a current contact within that organisation.

6.4 Complaints handling

Climate KIC offers bidders a mechanism to foster transparency and enable procurement best practice.

Bidders have the right in this procurement procedure, within a reasonable time, to address questions, request additional information and obtain feedback, as well as submit complaints. Requests for information or clarifications and complaints will be directed to the contact person (the Contract Manager or other designated person) indicated in this Request for Proposal. Climate KIC reserves the right not to action complaints received after any applicable standstill period.

The Contract Manager will acknowledge, review and respond to complaints or clarifications presented by bidders in a reasonable time. Climate KIC reserves the right to conduct a procedural review, make changes to the published procurement documents or take other action in response to complaints at its discretion.

In the event of a serious irregularity in connection with this procurement, and after first exhausting the recourse of obtaining a reply from the contact person for this procurement, bidders and suppliers are referred to the channels outlined in Climate KIC's Strategy & Policy Anti-Fraud, Bribery and Corruption (refer whistleblowing) available at <https://www.climate-kic.org/policies/>.

6.5 Terms of this RFQ

1. Your response should be submitted according to the instructions as detailed in this section and should be valid for a period of at least six (6) months from the bid due date. Any response submitted outside the scope defined may be rejected without provision for re-submission.
2. Any further information pertaining to this RFQ, of whatever nature, must be directed to the Contract Manager detailed in Section 0. If a point of clarification materially affects the RFQ, our response will be circulated to all bidders, otherwise the response will only be sent to the bidder seeking clarification.
3. If any doubt exists concerning any element of this RFQ, a clear statement should be made on the assumptions taken to arrive at your quoted costs, or alternatively contact us prior to submitting your response to seek clarification.
4. Entering into contractual arrangements with Climate KIC in connection with this RFQ does not guarantee work will be awarded.
5. Climate KIC reserves the right to reject any response(s) received after the submission date/time.
6. Climate KIC reserves the right to undertake post-bid negotiations with none, all or a shortlist of bidders.
7. Climate KIC, at its sole discretion, reserves the right to accept or reject any or all of the responses received and not to award any business and shall not be bound to give reasons for any decision. Only the execution of a written agreement between an Climate KIC entity and a supplier(s) will obligate an Climate KIC entity in accordance with the terms and conditions contained in such agreement.
8. Climate KIC reserves the right to procure services from alternative suppliers(s) where the successful bidder is, or becomes, uncompetitive within the market. However, issues over pricing and specification will be resolved through discussion and mutual agreement between Climate KIC and the supplier.
9. Bidders are required to email soft copies of their response to the Contract Manager detailed in Section 0 based on the timeline at Section 0.
10. As per above and where applicable, bidders must acknowledge receipt of this RFQ by return email to the Contract Manager detailed in Section 0 confirming whether they intend to submit a response by the Submission Deadline.
11. This RFQ does not commit or obligate any Climate KIC company to pay any expenses incurred by you in the preparation of your response. All such expenses are solely at the risk of the bidder and by submitting a response you automatically agree that response becomes the property of Climate KIC.

12. Responses are to be kept as clear and concise as possible and should be sequenced and numbered in accordance with the format of this RFQ.
13. The formatting of this document and the attached response document should not be altered.
14. Whilst this RFQ confers no legal rights on its addressees, it is not intended that any other persons acquire rights or obligations in respect of or arising under it.
15. Unsuccessful bidders agree, by the submission of their response, to return to Climate KIC this RFQ and any and all papers, records, data and materials supplied to them in connection with it, including all copies made by them.
16. This RFQ is for consideration in whole and not in part or parts unless otherwise indicated.

All efforts have been made to ensure the accuracy and validity of information contained in this RFQ. However, Climate KIC does not warrant the information accurate or comprehensive.