

MARKET SURVEY QUESTIONS & BACKGROUND INFORMATION

Related to the procurement of

“EIT ALUMNI SERVICES”

A. Rationale for the market survey (published with the Market Survey in order to explain the context and facilitate the understanding of what/when/where and for how long the services will be needed by the EIT)

1. Introduction

The European Institute of Innovation and Technology (EIT) is planning to launch a procurement procedure to **request the provision of services for the development and support of the EIT Alumni Community, for the period Q4 2020-Q3 2022 (2 years)**. In order to facilitate the procurement procedure and secure a high quality service provider, the EIT is carrying out a market survey. If you are interested in providing these services, please complete the questionnaire.

2. The European Institute of Innovation and Technology

The European Institute of Innovation and Technology (EIT) is an EU body that boosts Europe’s ability to innovate. The EIT nurtures entrepreneurial talent and supports new ideas by fully integrating the entire innovation value chain: from student to entrepreneur, from idea to product, from lab to customer, including scaling up the successful start-ups. The EIT achieves it through dynamic, long-term European partnerships among leading companies, research labs and higher education. These partnerships are called **EIT Knowledge Innovation Communities (KICs)** and each is dedicated to finding solutions to a specific global challenge, from climate change and sustainable energy to healthy living and food.

More information about EIT is available here: <https://eit.europa.eu/who-we-are/eit-glance>

3. EIT Alumni Community and EIT KIC Alumni Communities

The **EIT Alumni Community** (<https://eitalumni.eu/>) brings together an interdisciplinary and multicultural community of professionals, comprising graduates of the education and business acceleration programmes of the EIT’s KICs (estimated at around 8000 members in Europe at the end of 2019). EIT Alumni members share a common vision for tackling societal challenges and creating positive impact through innovation and entrepreneurship.

The EIT Alumni Community aims to be:

- **A sustainable community**, by reinforcing the governance and operational structure of the EIT Alumni Community, and developing financial sustainability strategies and value-added activities;
- **A dynamic, entrepreneurial and growing community**, by allowing for a deeper cross-KIC Alumni Communities’ integration, communication and knowledge sharing across their activities and practices, both online and offline;
- **A visible and stakeholders’ engaging community**, by increasing the visibility of the EIT Alumni Community and connecting with recognised brands and institutions across Europe;
- **An impact-oriented community**, by fostering EIT KIC Alumni cross-communities’ activities, and EIT Alumni members’ entrepreneurial and innovation skills development and career support.

EIT Alumni activities aim to enable and facilitate the transfer of knowledge and skills within the Alumni Community and beyond. The EIT Alumni Community strives to encourage and empower members to keep pushing boundaries and generate projects and solutions to create a positive change.

The EIT Alumni Board, which can be seen as the overarching, guiding body of the EIT Alumni Community, is made up of representatives of the individual Alumni Communities of the EIT's KICs. It is responsible for the strategic development of the EIT Alumni Community, to further strengthen it, and to encourage an active exchange between members.

The EIT Alumni Community is a network of networks, meaning that its primary members are the **EIT KIC Alumni Communities**, namely:

- **EIT Digital Alumni** (<https://alumni.eitdigital.eu/>)
- **The CommUnity by InnoEnergy** (<https://community.innoenergy.com/>)
- **EIT Climate-KIC Alumni** (<https://alumni.climate-kic.org/>)
- **EIT Health Alumni** (<https://eithealth.eu/our-network/alumni/>)
- **EIT RawMaterials Alumni** (<https://eitrawmaterials.eu/eit-rm-academy/alumni/>)

Three more EIT KIC Alumni organisations (EIT Food, EIT Urban Mobility and EIT Manufacturing) are under the structuring process.

4. Implementation of the Services

The contract is foreseen for two years starting in Q4 2020.

The suitable organisation (or consortium) shall **have capacity to coordinate networks of professionals (ex. alumni)**, particularly in a pan-European context, and will be contracted as an EIT Alumni operational arm, referred as "EIT Alumni Services" to carry out the assignment under the supervision of the EIT and with the support of the EIT Alumni Board.

The EIT Alumni Services will have to support the development of the activities of the EIT Alumni Community, and in particular, the EIT Alumni board, in the implementation of its annual Work Plan, which includes activities towards the individual EIT Alumni members. The required provision of services is aiming at the development, growth, and increased operational capacity of a visible and impact-oriented EIT Alumni Community, and in line with the mission of the EIT. It also includes measuring the development and impact of the EIT Alumni Community, and providing advice for the future evolution of the Community, based on the services provided and their results.

The four indicative categories of services to be performed are as follows:

- **Category 1:** Reinforcing the governance and operational structure of the EIT Alumni community, through the formalization of operational procedures between all parties (EIT HQ, EIT Alumni board, Service provider);
- **Category 2:** Allowing for a deeper cross-KIC Alumni Communities' integration, communication and knowledge-sharing of their activities and practices, both online and offline, through opportunities sharing, social network private groups' monitoring, design and implementation of a shared-resource database;
- **Category 3:** Increasing the visibility of the EIT Alumni Community and connecting with recognised brands and institutions across Europe, through social media planning, regular content production, sourcing of events & collaborations, engagement of EIT Alumni members to participate in trainings and other events.
- **Category 4:** Fostering EIT KIC Alumni cross-communities' activities, EIT Alumni members 'entrepreneurial and innovation skill development and career support, by means of helping to run online solving challenges, and implementing impact measurement tracking methods.

In addition, it is expected for the EIT Alumni Services provider to report on the services provided enabling some feedback on the evolution of the Community, performing usual document and email management and ensuring proper liaison between all the involved parties.

To maintain the strong connection between the EIT and EIT Alumni Community, the contractor shall be expected to liaise frequently with the EIT Contract Manager via regular bi-weekly calls and by taking part in the EIT Alumni Board quarterly meetings either in person or via video conference.

More information on tasks and KPIs is provided in Section B. Annexes.