eit Culture & Creativity

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Frequently Asked Questions

on Request for Proposals for Event Implementation & Participant Services for EIT Education & Skills Days 2027

November 2026

Frequently Asked Questions

This document consolidates questions received from potential tenderers ahead of the question deadline of 30 October 2026. Questions have been grouped by topic and combined where they address the same issue. Answers reflect the information available at the time of publication; details identified as subject to confirmation will be agreed during the planning phase or with the appointed contractor.

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Agenda & Event Programme

Question: What is the purpose and expected format of the Poster Gallery, and what should tenderers include in their proposals?

The purpose of the Poster Gallery is to offer a static networking space where the scope of the EIT Community education portfolio offer is on full display, creating a setting where the various audiences can understand the opportunities available in the ecosystem.

We envisage a poster-gallery format that avoid bulky exhibition booths or presentation spaces for participating initiatives. This approach would provide opportunities to showcase projects and engage with participants while keeping the setup relatively simple, cost-effective and straightforward to coordinate.

The quantity and specifications of posters and booths can be proposed by the tenderer based on their suggested event layout and workshop requirements. These details will be reviewed and finalised with the contracting authority at a later stage.

Question: What are the expected arrangements for the networking reception?

The reception is expected to take place at SQUARE, preferably on the evening of the first event day, 2 March. The timing can be agreed at a later stage.

The reception is planned for approximately 250 guests. The format and catering tier are not specified; tenderers are encouraged to propose an option suited to the event requirements. The catering can be coordinated with the venue, but the costs should be included under the relevant budget line. The networking reception is not included in the venue contract and falls within the contractor's scope.

Question: What feedback from the 2025 edition should inform the programme?

The 2025 post-event survey indicates that participants valued the quality of the content, speakers, overall atmosphere and networking opportunities. 85% of online survey respondents rated the overall content 5/5, while 89% considered the sessions very relevant. Impact stories and learner testimonials were also particularly well received.

Feedback suggested opportunities to improve through more hands-on workshops, facilitated discussions, audience interaction and time for questions. Some onsite participants also felt that presentations were too general or abstract and called for more practical examples and concrete takeaways.

We do not have a detailed breakdown of feedback by audience group, but many highlighted the need to improve registration and attendance management.

Branding, Communications & Digital Platforms

Question: Which website, registration and matchmaking platforms are available, and may tenderers propose alternatives?

The existing event website, https://eit-education-skills-days.eu/ (hosted on WordPress), may be used as a basis for registration and event-related communications. The contractor may propose the use of its own registration platform, subject to prior approval by EIT Culture & Creativity and compliance with the applicable technical, operational and data protection requirements.

Any proposed solution must ensure compliance with the General Data Protection Regulation (GDPR), including appropriate safeguards for the processing, storage and transfer of personal data. Hosting within the EU/EEA is preferred, and any transfer of personal data outside the EU/EEA must comply with the applicable GDPR requirements.

There is currently not a matchmaking platform available, and its development/licensing should be included in the proposal.

Question: What brand guidelines and creative development are expected for the 2027 edition?

The contractor is advised to use the existing website, https://eit-education-skills-days.eu/, hosted on WordPress for the 2027 event. The website and all other branded materials are informed by the EIT Community brandbook: https://www.eit.europa.eu/library/eit-community-brand-book

Yes, we will require support in developing imagery specifically for the 2027 venue to highlight the identified event theme (to be shared with selected contractor) and other key messages/visuals of relevance to the event.

Question: What are the indicative photography and video deliverables?

Final products can be determined with identified videographer and photographer, but an indicative scope includes 200–250 edited photographs; coverage of key sessions and event activities; 10–15 short interviews/testimonials; one 2–3-minute highlight film and 3–5 shorter social media edits. Videos should include English subtitles and event branding. The agency should provide raw footage, editable source files and usage rights for EIT Culture & Creativity and participating KICs.

The RfP does not specify which sessions require recording or livestreaming, or the number of rooms requiring hybrid participation. Tenderers are encouraged to propose suitable video deliverables based on their expertise, the event requirements and the available budget. SQUARE provides AV services, which the contractor will coordinate directly with the venue.

Question: What data protection arrangements apply to registration and participant information?

Answer: Any proposed solution must ensure compliance with the General Data Protection Regulation (GDPR), including appropriate safeguards for the processing, storage and transfer of personal data. Hosting within the EU/EEA is preferred, and any transfer of personal data outside the EU/EEA must comply with the applicable GDPR requirements.

Where the contractor processes personal data on behalf of EIT Culture & Creativity, the necessary data processing arrangements shall be established in accordance with Article 28 GDPR.

EIT Culture & Creativity, as data controller, will be responsible for approving the applicable privacy notices and data protection information provided to participants. The contractor will be expected to support their implementation through the registration process, including any additional requirements applicable to participants under the age of 18.

Contractual & Legal Matters

Question: Can the contractor's liability be capped, and how would any proposed limitation be agreed?

The liability provisions shall be governed by Article 9 of the Service Agreement.

Pursuant to Article 9.5 of the Service Agreement Template (Annex 3 to the RFP), a limitation of the Supplier's liability may apply, depending on the nature of the services and the associated liability risk, only where expressly and mutually agreed in writing in Annex 1 of the Service Agreement, and always subject to Article 9.3.

EIT Culture & Creativity does not envisage introducing a general liability cap, including a cap equivalent to the total contract value, at this stage.

Any proposed limitation of liability would need to be duly justified, proportionate to the nature and risks of the services, and expressly agreed in writing by EIT Culture & Creativity, in accordance with the applicable contractual and legal provisions. The existing contractual provisions shall therefore remain applicable unless otherwise expressly agreed.

Question: How will changes, postponement or cancellation, and approved supplier commitments be handled after contract signature?

The treatment of supplier commitments is subject to the provisions of the Service Agreement Template (Annex 3 to the RFP).

In accordance with Article 3.9, any modifications to the agreed services or contractual provisions must comply with the applicable contractual and procurement requirements.

Article 10.3 further provides that, following receipt of a termination notice, the contractor must take immediate steps to bring the terminated services to an orderly close and cease expenditure at the earliest opportunity.

The RFP does not establish a specific reimbursement mechanism for non-refundable third-party supplier commitments arising from postponement, cancellation or reduction in scope. Any such circumstances would therefore be assessed in accordance with the applicable provisions of the Service Agreement. No activity should be initiated by the contractors before the final signature of contract.

Question: Which version of the Service Agreement and which selection criteria references should tenderers follow?

We confirm that the correct reference to the Service Agreement is Annex 3. The reference to Annex 2 in the Contractual Arrangements section is a clerical error. Please refer to Annex 3 for the Service Agreement.

The references to sections 4.2.2–4.2.4 in the Declaration on Honour should be read in conjunction with the selection criteria set out in the RFP and its annexes. Tenderers are required to demonstrate compliance with the applicable selection criteria and provide the corresponding supporting evidence as specified in the tender documentation. Where the section numbering in the Declaration on Honour does not correspond to the RFP, this should be considered a clerical inconsistency and does not introduce any additional selection criteria or documentary requirements beyond those established in the tender documentation.

Question: May tenderers share information from the RfP with potential subcontractors?

Answer: Yes, EIT Culture & Creativity approves the sharing of such facts, subject to confidentiality obligations.

Question: How are payment suspension and set-off addressed under the Service Agreement?

Answer: The provisions of the Service Agreement concerning payment suspension and set-off shall remain applicable.

EIT Culture & Creativity does not envisage introducing additional contractual limitations on its rights to suspend payments or exercise set-off.

Any such measures shall be applied in accordance with the applicable contractual provisions and legal requirements, taking into account the circumstances of each case and the principle of proportionality.

Question: How should proposed contractual amendments or deviations be presented?

Answer: As indicated in the RFP, all deviations should be listed in a dedicated paragraph of the proposal.

Question: What happens to payments and supplier commitments if the event is cancelled, postponed or the contract is terminated?

Answer: The provisions of the Service Agreement, including Articles 10.2(h) and 12.2, shall remain applicable in the event of cancellation, postponement or termination of the contract.

EIT Culture & Creativity does not envisage introducing additional automatic compensation or reimbursement obligations beyond those established in the Service Agreement.

Payment for services duly performed and accepted prior to termination may be considered in accordance with the applicable contractual provisions.

Any reimbursement of unavoidable third-party costs would be subject to prior written approval by EIT Culture & Creativity, appropriate supporting documentation, and

verification that such costs were reasonably incurred, non-recoverable and could not have been mitigated.

No automatic entitlement to compensation for anticipated profits, unperformed services or unapproved supplier commitments shall arise.

Financial & Budgetary Matters

Question: What are the budget ceiling and VAT arrangements?

The €500k ceiling should cover everything in the proposal. It is important to note, however, that the optional catering (except for the networking reception) and audiovisual services are now covered by the selected tenderer for the event venue, SQUARE Brussels Convention Centre.

The contract will exclude VAT.

Question: Can the EIT Alumni travel and accommodation allocation be adjusted?

Answer: The EUR 30,000–40,000 allocation can be adjusted if deemed necessary.

Question: May tenderers charge handling fees on pass-through budget lines or reallocate funds between budget lines?

Reallocation of funds between budget lines may be considered during contract implementation, subject to prior written approval by EIT Culture & Creativity.

Any proposed reallocation must be duly justified, remain within the overall approved contract budget, and comply with the applicable contractual and financial provisions. The contractor may not independently transfer funds between budget lines without prior authorisation from EIT Culture & Creativity. All reallocations should be guided by the principle of Best Value for Money (BVFM).

Question: What payment terms, milestone payments and advance payments should tenderers assume?

As provided for in Article 4 of the Service Agreement Template (Annex 3 to the RFP), the standard arrangement is that the contractor invoices for services delivered and accepted by EIT Culture & Creativity.

However, Article 4.5 allows for alternative invoicing arrangements, provided that these are expressly agreed by EIT Culture & Creativity and specified in Annex 1 of the Service Agreement. Accordingly, alternative invoicing arrangements may be considered on a case-by-case basis, subject to express contractual agreement. The RFP does not guarantee advance payments or milestone-based payments.

Milestone-based instalment payments may be considered, subject to prior agreement with EIT Culture & Creativity, the acceptance of clearly defined deliverables, and compliance with the applicable contractual and financial provisions. This may include an interim payment linked to the acceptance of an interim progress report, where agreed.

Advance payments for supplier deposits or other third-party costs are not envisaged as a standard arrangement. The contractor is expected to ensure adequate financial capacity to manage the costs associated with the delivery of the services.

EIT Culture & Creativity generally applies a payment term of 30 calendar days following receipt of a valid and duly approved invoice. Tenderers should therefore base their financial proposals on a 30-day payment term.

The applicable payment terms will be specified in Annex 1 of the Service Agreement, in accordance with Article 4.6. Any deviation from the Service Agreement MUST be contained in the submitted proposal.

Question: What financial capacity, insurance and supporting evidence are required?

The RFP does not establish a minimum annual turnover threshold, a specific minimum insurance coverage amount or any other quantified financial capacity requirement as a condition for participation.

Tenderers are required to comply with the eligibility and selection requirements and submit the documentation specified in the RFP, including the Declaration on Honour provided in Annex 2.

As regards supporting evidence, Annex 2 provides that tenderers must be able to produce the documents required under the relevant sections of the tender specifications upon request by EIT Culture & Creativity.

Question: May tenderers include a handling fee on pass-through budget lines?

Answer: All coordination, management and administrative costs should be included in the agency service fee.

Pass-through budget lines, including travel, accommodation, networking reception and external suppliers, should reflect the actual costs of the services provided, without additional handling fees or mark-ups.

All expenditure should be guided by the principle of Best Value for Money (BVFM), ensuring transparency, cost-effectiveness and an appropriate level of service quality.

Logistics & Event Operations

Question: What staffing levels and operational responsibilities should the agency plan for?

There is currently no defined minimum staffing levels or service standards for the event. There will be volunteers available to support the event from the initiatives, including EIT Alumni and other sources.

The contractor will be responsible for speaker logistics and backstage coordination, including the operational arrangements required to support speakers and the smooth delivery of sessions. This excludes speaker invitations and content development, which remain the responsibility of the event coordinator.

The contractor is also expected to coordinate closely with the event coordinator and the venue to support the overall operational delivery of the programme. The venue agreement provides for standard audiovisual infrastructure and technical support from SQUARE Brussels Convention Centre, with the appointed event agency responsible for coordinating the delivery of these services.

The detailed division of responsibilities for individual elements such as stage management, technical cueing and session assistance is not further specified and can be agreed upon prior to finalizing a contract with the preferred tenderer.

Question: Who will determine the venue layout, room allocation and responsibility matrix?

Room allocation and layout will be agreed between the contracting authority and the appointed event agency, which will then liaise with SQUARE to operationalise the arrangements.

The source documents provide the following relevant provision: “The contractor shall ensure effective coordination between the Contracting Authority, the venue provider, and all contracted suppliers.” The supplier can propose a division of responsibility in the proposal.

Question: Are sponsors or exhibitors expected, and who would manage them?

The involvement of sponsors or exhibitors has not yet been confirmed and will depend on the final event arrangements.

Should sponsors or exhibitors be involved, the contractor would be expected to support the coordination and management of their operational and logistical requirements, in close collaboration with EIT Culture & Creativity. EIT Culture & Creativity will retain responsibility for strategic decisions and the approval of any sponsorship or exhibition arrangements. All

related activities should be managed efficiently and in accordance with the principle of Best Value for Money (BVFM), within the agreed scope of services and budget.

Question: What accessibility and safeguarding arrangements should be included?

Specific accessibility services, such as interpretation, captioning or hearing assistance, have not been defined at this stage. Tenderers should outline any relevant services they recommend and indicate associated costs separately, where applicable. These requirements can be reviewed and agreed with the contracting authority at a later stage.

Supervision of minors remains with accompanying teachers/chaperones. Further details, if any, will be confirmed at a later stage.

Participant Management & Travel

Question: How many participants are expected, and what are the overall attendance assumptions?

The event is expected to bring together approximately 400–500 participants across both event days. Attendance may fluctuate between the two days, and some overlap between initiative audiences and stakeholder groups is expected; figures should therefore not be interpreted as additive totals.

The event coordinator and participating initiatives will begin recruitment and invitations ahead of onboarding the selected tenderer. The tenderer may provide additional support when deemed necessary.

Question: How many participants are expected to receive funded travel and accommodation support?

Approximately 100 EIT Alumni and 40–50 EIT Girls Go STEM attendees (including students, teachers and chaperones) are expected to receive travel and accommodation support. The exact numbers, countries of origin and number of minors will be confirmed during the event planning phase.

Accommodation is expected to range from 2–3 nights, depending on participant group, travel origin, available transport options and budgetary limitations. Further details will be confirmed at a later stage.

Question: What travel policy, eligible expenses and accommodation assumptions should be used?

Travel caps will be negotiated according to the principles of the EIT Culture & Creativity travel policy, with a priority placed on sustainable modes of transportation and affordable fares, with a consideration on overall event budget.

Please refer to the EIT Culture & Creativity travel policy for further details. Other accommodation specifications will be confirmed during the planning phase.

Expenses beyond travel and accommodation would generally not be eligible for reimbursement. Participating EIT Alumni will be provided food through the event catering and food costs outside of event timings will be at the participant's expense.

Question: Should the contractor book travel and accommodation directly or administer reimbursements?

The contractor is expected to manage and coordinate travel and accommodation arrangements, including direct bookings and prepayments, wherever possible, in order to minimise the administrative burden on EIT Culture & Creativity.

Individual reimbursements should be limited to exceptional cases where direct booking or prepayment is not feasible.

All arrangements should be guided by the principle of Best Value for Money (BVFM), ensuring cost-effectiveness, efficiency and an appropriate level of service quality.

Question: Should airport or station transfers be arranged?

Answer: Currently only airport station transfers for Girls Go STEM audiences are envisaged to be arranged by the contractor.

Proposal & Evaluation

Question: What are the proposal submission requirements and validity period?

There are no limits or templates required for submission.

Proposals should be valid for 90 days.

Question: What supporting documents should be submitted with the proposal, including declarations for subcontractors?

The proposal is required to include a signed Declaration on Honour from the applying tenderer.

Subcontractors are not required to submit individual Declarations on Honour or supporting eligibility documentation at the time of tender submission, unless explicitly required by the RFP. The Contracting Authority reserves the right to request relevant declarations or supporting documentation concerning subcontractors at a later stage, where necessary to verify compliance with the applicable eligibility and exclusion requirements.

The cited company certificates, insurance documentation and other relevant documents can be used as supporting documentation.

Question: What are the reference, local entity and subcontractor requirements?

There is no minimum number of references and non-education corporate events can qualify.

A Belgian-registered entity is not required.

Identifying the scope of the subcontractor(s) roles(s) is sufficient upon submission.

Question: How will the Best Value for Money criterion be evaluated?

The "Best Value for Money" criterion carries a weighting of 20% and will be assessed in accordance with the evaluation framework set out in the RFP.

As specified in the RFP, the assessment considers the financial proposal in relation to the scope and quality of services offered, including the transparency and completeness of pricing and the overall value represented by the proposed solution.

The RFP further provides that the evaluation of price will consider the total estimated value against the services identified in the proposal. Each evaluation criterion is scored individually by the members of the evaluation committee on a scale from 1 to 10, with the applicable weighting subsequently considered.

The published RFP does not prescribe a mathematical price-scoring formula. Accordingly, the evaluation will be based on the published Best Value for Money criterion rather than an undisclosed mathematical formula.

Question: What are the minimum evaluation thresholds?

Answer: The minimum technical score of 56/80 and the minimum weighted score of 70/100 represent the same threshold, expressed on different scoring scales. The technical evaluation is based on criteria 1–4, with a maximum total score of 80 points. Tenderers must achieve a minimum of 56 points out of 80, equivalent to 70% of the maximum technical score, to qualify for the next stage of the evaluation.

The calculation is as follows:

Technical score (%) = (Total points awarded for criteria 1–4 / 80) × 100

Accordingly, a technical score of 56/80 corresponds to 70/100. These are not separate or cumulative thresholds.

Scope of Services & Deliverables

Question: Which services are included in the venue contract, and which services should be included in the agency proposal?

The venue contract includes coffee breaks and lunches. Catering and AV services are provided exclusively through SQUARE and should be coordinated directly with the venue. The networking reception is not included in the venue contract and falls within the contractor's scope.

Since publication of the RfP, a venue has been identified that will provide catering and audiovisual services. Therefore, submissions do not need to include cost plans for these optional services (except for the networking reception).

Scenographic elements should be considered in the offer. Given that the budget in the RfP is listed as indicative, tenderers are invited to include budget items in existing categories or separate ones based on their preference and expertise.

Question: What hybrid, livestreaming, recording and interpretation services should be priced?

Livestreaming and hybrid participation are not explicitly required of such services can be considered later in a planning phase, if still possible.

The RfP does not specify which sessions require recording or livestreaming, or the number of rooms requiring hybrid participation. Tenderers are encouraged to propose suitable video deliverables based on their expertise, the event requirements and the available budget.

Specific accessibility services, such as interpretation, captioning or hearing assistance, have not been defined at this stage. Tenderers should outline any relevant services they recommend and indicate associated costs separately, where applicable.

Venue & Technical Facilities

Question: Has the venue been confirmed, and what spaces and facilities are available?

The venue is confirmed as SQUARE Brussels Convention Centre, Brussels, for 2–3 March 2027.

SQUARE has provided one plenary space (500 pax), three networking spaces (200–265 pax each), five breakout rooms on Day 1 and eleven on Day 2 (26–84 pax). Room allocation and layout will be agreed between the contracting authority and the appointed event agency, which will then liaise with SQUARE to operationalise the arrangements.

Question: What venue services and technical facilities are included, and what access arrangements apply?

The venue contract includes coffee breaks and lunches, as well as AV services. Catering and AV are exclusive to SQUARE and should be coordinated directly with the venue. The networking reception is not included in the venue contract.

The SQUARE contract includes venue-wide Wi-Fi and a designated cloakroom within the Registration Hall. Some furniture is included, as itemised in the offer. Poster boards and a sound-proof interview room are not explicitly covered; arrangements for these will be made with the venue. The proposed room access hours are 09:00–18:00 on both event days. Set-up and dismantling access times will be agreed with SQUARE at a later stage.

Question: What breakout room capacities and configurations are available?

Answer: SQUARE has provided five breakout rooms for Day 1 (2 March) and six additional rooms for Day 2 (3 March), with a capacity range of 26 to 84 people. Configuration and maximum number of sessions is not predetermined and would be organised in collaboration with the selected event agency.