

# Request for Proposal

## Product/UX designer for matchmaking functionality

May 2023 - Paris, France

### 1. Context

EIT Manufacturing (EITM) is focused on promoting entrepreneurship, innovation, and education in the domain of manufacturing. EIT Manufacturing brings together leading organisations along the entire value chain from smaller companies to larger industry, excellent academic and research institutions, as well as public sector organisations, to promote the transformation of manufacturing towards the digital economy, towards the circular economy and the decarbonization of industry, by removing barriers to innovation, promoting talent and education, leveraging enabling technologies and exploiting big data.

With this Request for Proposal (RfP), EIT Manufacturing would like to select a supplier for the provision of product and user experience design services related to the development of a new matchmaking functionality for AGORA, EIT Manufacturing's social network and open innovation platform for the pan-European manufacturing community.

### 2. Description

The product/UX designer will support EIT Manufacturing in designing a user-friendly, business-relevant and technically feasible web-based matchmaking functionality on the AGORA platform. The product/UX designer is expected to:

- Review and assess the current user journey on/status of the platform as well as existing material and initial plans for the matchmaking functionality
- Collaborate with the AGORA team, as well as technical and wider EIT Manufacturing teams as needed, to understand business objectives and technical limitations/opportunities of the new functionality
- Prepare questions and undertake 5-10 user interviews to understand needs to consider in the design of the functionality
- Define practical design requirements for a matchmaking functionality on AGORA through expert insight, analysis and design bringing the user, business and technical aspects together
- Prepare suggested KPIs to measure successful launch and implementation of functionality, as well as challenges to consider and recommendations for future iterations

The selected product/UX designer should have:

- Proven experience as a product designer and/or UX designer, with a focus on creating intuitive and engaging digital experiences
- Demonstrated ability to conduct user research, gather insights, and translate them into effective design solutions that meet user, technical and business needs
- Excellent communication and project management skills
- Good knowledge of design and prototyping software (Figma and/or similar apps)
- Fluency in English

The selected product/UX designer would ideally also be familiar with community platforms, social networking concepts and matchmaking features. Knowledge of the manufacturing industry is a plus.

The consultancy is ideally expected to be completed in one (1) month. The role is remote.

### 3. Deliverables

The product/UX designer is expected to deliver at minimum the following:

- **Initial assessment** of existing materials and plans for matchmaking functionality
- **User research report** based on 5-10 AGORA user interviews
- **Design specification document** including wireframes/userflows, based on existing platform assessment, materials and feedback from AGORA, technical and wider EIT Manufacturing team and user interviews, outlining the user interface, interactions, and design patterns
- **Summary presentation** on suggested KPIs, challenges to consider and recommendations for future iterations

The consultant should propose a more detailed project plan including the above deliverables, with suggested dates of delivery and including regular touchpoints with the AGORA team to achieve the project requirements.

### 4. Timeline

#### 4.1 Indicative timeline

Activity	Responsible	Due date
RfP opening	EIT Manufacturing	26 May 2023
Offer submission	Supplier	5 June 2023
Evaluation and notification of award	EIT Manufacturing	6 June 2023
Contract signature and start of project	EIT Manufacturing & selected supplier	9 June 2023
Estimated project end	EIT Manufacturing & selected supplier	10 July 2023

## 4.2 Clarification requests

In case of obvious or perceived errors or omissions in the RfP, Suppliers can request additional information or clarifications by the deadline provided in the above timeframe. Clarification requests should be sent to the following email: [nina.nasman@eitmanufacturing.eu](mailto:nina.nasman@eitmanufacturing.eu).

## 4.3 Evaluation criteria & award notification

Proposals submitted by the tenderers and received on time will be examined, evaluated, and compared in accordance with the following criteria.

The proposal/project plan should not be more than four (4) pages. The portfolio of previous work to showcase relevant experience can also be shared in a separate document or as link to a website.

Evaluation criteria	Weighting
Quality & completeness of proposal	50
Relevant experience	20
Budget	30
<i>Total</i>	<i>100</i>

The contract shall be awarded to the highest ranked tenderer. The decision will be made according to the “Best Value for Money” principle.

The successful and unsuccessful tenderers will be informed as soon as possible of the notification of award (via email).

## 4.4 Appeals / complaints

Tenderers believing that they have been harmed by an error or irregularity during the award process may file a complaint within one (1) day after receiving the notification of award. Appeals should be addressed to EIT Manufacturing at [innovation@eitmanufacturing.eu](mailto:innovation@eitmanufacturing.eu). The tenderers have one day to file their complaints from the receipt of the letter of notification of award.

## 4.5 Contract

The final award does not yet constitute the Contract. The Contract will be concluded at the time of signature by the Supplier and EIT Manufacturing. The duration of the awarded contract will be two months. The outcome of this RfP will be to conclude an EIT Manufacturing purchase order with the selected supplier’s proposal. The invoicing will be based on a mutually agreed schedule; it will be detailed in the contract.

## 4.6 Cancellation of the proposal procedure

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

EIT Manufacturing 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 Manufacturing will engage in the termination of the Contract.

The supplier 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'). S/he should inform the EIT Manufacturing team immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.