



# Provision and Operation of an Online Learning Platform based on Moodle Workplace for the Girls Go STEM Project

## Statement of Work

## Table of contents

1.	About EIT RawMaterials .....	3
2.	About Girls Go STEM .....	3
3.	Tasks Assigned to the Contractor .....	5
3.1	Operation of circularlearningspace.eu (Hosting and Maintenance Services).....	5
3.1.1	Hosting.....	5
3.1.2	Maintenance Services .....	5
3.1.2.1	Troubleshooting .....	6
3.1.2.2	Patches, updates, upgrades or new releases / versions .....	6
3.1.2.3	Hotline and ticketing system .....	6
3.2	Additional Services .....	7
4.	Cooperation .....	7
5.	Timeline .....	8

## About EIT RawMaterials

EIT RawMaterials, a Knowledge & Innovation Community (KIC) of EIT, initiated and funded by the EIT ([European Institute of Innovation and Technology](#)), a body of the European Union, is the largest consortium in the raw materials sector worldwide.

EIT RawMaterials coordinates the Girls Go STEM Initiative (<https://eit-girlsgostem.eu/>), leading it together with other 7 EIT Knowledge and Innovation Communities (KICs): EIT Health, EIT Food, EIT Urban Mobility, EIT Manufacturing, EIT Culture & Creativity, Climate KIC, and 28 Digital. The initiative aims to close the gender gap in STEM by training and inspiring 14-19-year-old girls to pursue STEM higher education and careers.

### 1. About Girls Go STEM

The Girls Go STEM Initiative is expected to continue contributing to the [Digital Education Action Plan](#) (2021-2027), which outlines the European Commission's vision for high-quality, inclusive and accessible digital education in Europe, specifically under Action 13 "Encourage women's participation in STEM" (science, technology, engineering, and mathematics). Additionally, under the Union of Skills framework and the [EU STEM Education Strategic Plan](#) launched in 2025, the European Commission expects the EIT Community to equip 100,000 schoolgirls<sup>1</sup> aged 14-19 with digital skills by the end of 2028, through a learning programme that engages girls in an EIT-branded digital learning platform.

The Girls Go STEM initiative will achieve this ambition by involving secondary school students in up to 37 countries in a 5 to 7-hour-long training programme on technology, digital, entrepreneurial and green skills, with a focus on presenting different subjects and careers in STEM and attracting more girls to these typically male-dominated fields. The initiative is implemented in the following regions and countries:

Regions	Countries
<b>Western Balkans</b>	Bosnia and Herzegovina, Croatia, Montenegro, North Macedonia, Serbia, Slovenia, Kosovo, Albania.
<b>Central-Eastern Europe</b>	Bulgaria, Czech Republic, Hungary, Poland, Romania, Slovakia.
<b>Baltic &amp; Nordic</b>	Estonia, Latvia, Lithuania, Denmark, Finland, Sweden.
<b>Western Europe</b>	Austria, Belgium, France, Germany, Ireland, Luxembourg, The Netherlands.
<b>Southern Europe / Mediterranean</b>	Italy, Spain, Portugal, Greece, Cyprus, Malta, Turkey.
<b>Eastern Partnership</b>	Armenia, Ukraine, Moldova.

The initiative is implemented in secondary schools with the help of local outreach partners in each country, organisations that recruit, engage and support the teachers and students in completing the learning programme.

### The Platform

<sup>1</sup> Boys are encouraged to participate in the project activities but are not the project's target audience.

The Girls Go STEM learning programme is conducted in collaboration with schoolteachers using the project's online platform, the Circular Learning Space (<https://circularlearningspace.eu/>). The platform hosts the learning content that students are required to complete.

The platform is based on Moodle Workplace (current version 4.5.6). Moodle is a flexible, open-source learning management system. Its source code is accessible to all and distributed under the General Public License. This means that it can be freely run, shared, and altered to meet specific needs, non-commercial or even commercial. Moodle has a broad and active community support, which results in a large number of available plugins and already existing language versions. As it is open source, Moodle is fully customisable - offering theming options and custom CSS for design customisation, as well as any functional customisation through custom development.

### The Learning Content

Students are required to complete the learning content available on the platform, which consists of short texts, audio-video materials, interactive activities/games, group challenges, and multiple-choice quizzes. All the courses provide students with knowledge of technology applied to the green transition and other STEM-related subjects, while developing their digital and entrepreneurial skills.

There are three levels of courses:

- Introductory (1 hour long),
- Foundation (3 hours long),
- Advanced (5 hours long).

The skills developed through these courses align with the EU Digital Competence Frameworks:

- DigComp, for the digital competence;
- EntreComp, for the entrepreneurial competence;
- GreenComp for the sustainability competence.

Courses are clustered in Learning Pathways, curated sets of 3–4 courses that together provide depth and perspective on a topic or big concept. The Learning Pathways are built on the programme functionality of Moodle Workplace.

All courses and Learning Pathways are available in 26 different languages.

### The Learning Acknowledgement

For each course completed, users receive a **badge** that certifies the skills they have acquired and that is automatically displayed on their dashboard.

Users reach a milestone and receive a **Milestone Certificate** once they go through the two introductory courses (included in the Learning Pathway 0 'Introduction') and one course from any other Learning Pathway, completing the course final quiz with a score of at least 75% of correct answers. This corresponds to a total classroom work of 5-7 hours. Given the specific conditions for achieving the milestone, a custom functionality for Moodle Workplace has been developed to automatically display the Milestone Certificate on the user's dashboard.

Additionally, for each Learning Pathway they complete in full, users receive a **Learning Pathway Certificate** on their dashboard.

### Objectives

The Circular Learning Space was launched in September 2020 when the project was still in its pilot phase. Since then, the initiative has been implemented in 37 different countries, and the platform has significantly expanded to welcome 2 introductory courses and 26 thematic courses, available in 26 languages (Turkish language to be added soon), and 140,000+ registered users.

Also, in 2025, 4 teacher courses were added to the platform and will be available in 10 languages: English, Estonian, Greek, Lithuanian, Portuguese, Romanian, Serbian, Spanish, Turkish, and Ukrainian.

The Girls Go STEM initiative has specific KPIs on the number of girls trained. A girl is considered trained when she achieves the milestone (2 introductory courses + one course with 75% correct answers at the final quiz).

Since its launch, the initiative has trained 70,000 girls (90,000 youth) and for the period 2026-2028, it aims to train 100,000 additional girls. Additionally, over the same period, Girls Go STEM aims to train

210 teachers across Europe and add at least 10 new thematic courses to the platform with the launch of new or rearranged Learning Pathways.

The upscaling of the GGS project will lead to an exponential increase in users and content available.

### Teacher Support

Upon request, schoolteachers and educators are assigned a 'tutor' role on the platform and granted specific rights after registration, allowing them to access:

- exclusive content (such as courses for teachers, or teacher notes, instructions helping them use the courses with their students);
- reports on their students (students' list and course or Learning Pathway completion progress).

To ensure that teachers can track their students, a unique code is assigned to each school, and both teachers and students must use it during the registration process.

## 2. Tasks Assigned to the Contractor

The contractor shall provide the following services:

- Initial setup: Initial setup, implementation, configuration of Moodle Workplace in its current version as a basis for the Circular Learning Space platform, including necessary licenses and migration of circularlearningspace.eu and its content, EIT KICs labels, project-related labels etc. from the current service provider; training upon request by EIT RawMaterials.

The fully migrated and implemented Circular Learning Space shall offer users the full range of functionalities that existed before the migration.

The contractor had the opportunity to gain a full and comprehensive impression of the platform's functionalities through its own access to circularlearningspace.eu.

- Operation of the fully implemented learning platform circularlearningspace.eu, including:
  - Hosting of all necessary software products meeting all specific requirements;
  - Support Services: Hotline support, troubleshooting;
  - Updates / upgrades / patches alongside the development roadmap of Moodle Workplace.
- Additional services upon request by EIT RawMaterials.

The current technical status of the platform is described in the Technical Documentation Platform Setup and Customization (annex 1).

### 3.1 Operation of circularlearningspace.eu (Hosting and Maintenance Services)

#### 3.1.1 Hosting

The contractor shall be fully responsible for the hosting of circularlearningspace.eu.

From the start until the end of the contract, the contractor shall provide sufficient server space or a server system on which the Circular Learning Space platform can be hosted. The scalability of the server infrastructure, as well as the software, to a rising number of users shall be assured.

Internal server hosting by EIT RawMaterials is excluded (e.g. backup server). All necessary hosting services shall be provided by the contractor. Access to the server(s) shall be granted to all persons involved in the system set-up.

#### 3.1.2 Maintenance Services

The contractor shall provide maintenance services beginning from the implementation of the fully migrated and functional circularlearningspace.eu.

Maintenance services within the scope of this contract are:

### 3.1.2.1 Troubleshooting

The contractor shall take the necessary measures to eliminate software malfunctions (frontend and backend).

The necessary measures shall include, for example, the correction of the software, any customisation that has been carried out or the provision of a version for Moodle Workplace or any other standard software modules that are necessary for the elimination of the malfunction.

If there is a fault in Moodle Workplace, the following shall apply: During the term of the contract, the contractor shall provide an available version that eliminates the malfunction. If a version eliminating the malfunction is not available, the contractor shall provide a workaround solution. If this is unacceptable, the contractor shall contact the manufacturer of the standard software module to ensure that a program version that eliminates the malfunction is made available as soon as possible. The contractor shall provide information on this upon request by EIT RawMaterials.

Service hours are Monday to Friday from 8 a.m. to 5 p.m., Berlin local time, except on public holidays in Berlin.

The contractor shall respond within the response times scheduled below:

Level	Priority Level	Description	Response Time
1	Critical / blocking	The use of circularlearningspace.eu, or major parts of it, is completely unavailable or severely restricted, including, but not limited to, cases of malfunctions, false work results or significantly delayed response times.	Within 1 hour
2	Major	The use of circularlearningspace.eu is materially restricted.	Within 4 hours
3	Minor	The use of circularlearningspace.eu is not directly and/or materially impaired, but basic settings or "nice-to-have" functions are affected.	Within 12 hours
4	Cosmetic	The use of circularlearningspace.eu experiences a partial loss of use, with a medium/low impact on business.	Within 24 hours

Each daily service time is considered one day for the purpose of this contract.

For the avoidance of doubt, the contractor shall not be obliged to resolve any issue within the response time but shall commence with the implementation of troubleshooting or at least workaround / mitigation solutions as soon as reasonably possible and inform EIT RawMaterials accordingly. Issues must be resolved, and troubleshooting shall be completed within a reasonable period of time within the service hours.

### 3.1.2.2 Patches, updates, upgrades or new releases / versions

As far as standard software is being used for the implementation of circularlearningspace.eu including Moodle Workplace the contractor shall provide, during the term of the contract, patches, updates, upgrades of new releases / versions of the standard software upon availability and customise them, if necessary.

### 3.1.2.3 Hotline and ticketing system

Support service is offered via a ticketing system, e-mail and a hotline. Access to the ticketing system is provided for EIT RawMaterials to track issues with circularlearningspace.eu.

The contractor provides a hotline support to resolve any operating and technical problems linked to the use of [circularlearningspace.eu](https://circularlearningspace.eu). Hotline support is available from 8 a.m. to 5 p.m. (CET), Monday to Friday (excluding public holidays in Berlin).

### 3.2 Additional Services

The contractor shall provide the following additional services after full implementation of [circularlearningspace.eu](https://circularlearningspace.eu) during the contract term, upon request by EIT RawMaterials:

- Development
- Consulting services
- Training services
- UI/UX design
- Project management
- Server engineering services
- Test management

The contractor shall, in particular:

- Implement the further development of the Circular Learning Space, including further enhancement of the Moodle features, specialised support, and guidance in re-mapping and further developing the core functionalities.
- Further develop the overall User Experience on the Circular Learning Space, aligning key requirements of the programme with Moodle Workplace functionalities, co-design how the platform should be structured, and which features are to be used and/or developed.
  - Enhance User Experience by tailoring and personalising the platform for specific needs: customisation options; course layout and structure flow; core features and tools of the platform with functional enhancements.
  - Ensure that the platform is intuitive to use and drives user engagement (e.g., easy navigation to the core learning made available).

### 3. Cooperation

It is important for EIT RawMaterials to find a partner with whom further processes can be carried out in a cooperative way. The cooperation shall be based on agile project approaches, in particular, but not exclusively, when it comes to the further development of the Circular Learning Space (functionalities/features as well as UI/UX-design) in collaboration with the Girls Go STEM Programme's ICT Development and Technical Implementation Service Provider.

EIT RawMaterials expects the contractor to have contact persons available for project management, development, and design. Close cooperation between the contractor and EIT RawMaterials and the ICT development and technical implementation consultant is crucial.

The contractor is expected to use a project management tool to guarantee a structured troubleshooting.

The contractor shall maintain and continuously update comprehensive documentation covering the platform's developments and the staff effort devoted to these activities. Such documentation shall be made available to EIT RawMaterials, upon request, within three working days, for the purpose of satisfying any auditing obligations or other legal requirements.

Each team member must have at least 3 years of experience (**minimum requirement**):

- Project manager: at least 3 years of experience in the field of software development project management.

- UI/UX designer: at least 3 years of experience as a UI/UX designer
- Developer: at least 3 years of experience in frontend and backend or full-stack development.

As an indication of the close working relationship between the contractor and the project team at EIT RawMaterials, it should be expected that a quarterly working meeting takes place between them to align on feedback, technical challenges, work accomplished, etc.

Due to its international dimension, the working language of GGS stakeholders is English only. It is expected that the team delivering the work has full professional proficiency in the English language.

#### **4. Timeline**

The platform to be provided by the contractor must be fully implemented, including necessary customisation and data migration by no later than two months after the beginning of the contract.