

Service Description

Learning Management System for European Raw Materials Academy and European Advanced Materials Academy

1. Overview

1.1. EU Raw Materials Academy

The **European Raw Materials Academy (RMA)** and the **European Advanced Materials Academy (AMA)** are flagship initiatives funded by the European Commission to support the upskilling and reskilling of Europe's raw and advanced materials workforces. In response to growing demands for sustainability, digitalisation, and industrial resilience, the Academy aims to close critical skills gaps across the entire materials value chain — from exploration and processing to recycling and circularity, and substitution using advanced materials. Designed to serve professionals, SMEs, large enterprises, and public authorities alike, the Academy projects will offer a portfolio of high-quality, future-oriented learning programmes aligned with evolving labour market needs and EU policy priorities, such as the Critical Raw Materials Act, the Pact for Skills, the Net Zero Industry Act, and the Green Deal Industrial Plan.

1.2. EIT Raw Materials

EIT RawMaterials is a 'Knowledge and Innovation Community' (KIC) created by the European Institute of Innovation and Technology (EIT), aimed at promoting innovation in the raw materials sector across Europe. Established in 2015, EIT RawMaterials works to secure the sustainable supply of raw materials to the European industry by driving innovation, education, and entrepreneurship along the entire raw materials value chain.

We are a knowledge-driven business and a catalyst for industrial progress. Our offerings leverage our expertise and that of our network – the world's largest network in the raw [and advanced] materials sector – which includes companies at every stage of evolution, from start-ups to market leaders, along with leading international universities, research organisations, and top experts and future talent from the sector.

Our activities span from mining and mineral processing to material recycling and substitution, focusing on increasing resource efficiency and fostering a circular economy.

We inform policy, apply knowledge, accelerate innovation, create opportunity, and unlock commercial value – for our partners and customers throughout the raw materials value chain to develop the raw materials sector as a strategic strength and foundation for a secure, sustainable future for Europe.

Our offerings are designed to help our partners and industry to be part of Europe's strategic agenda to ensure supply chain security and make the 'Green New Deal' a reality that benefits the people of Europe and partner nations.

For more information about our company please visit the following website:

<https://eitrawmaterials.eu/>

2. Scope of work

2.1. Objectives of the Assignment

The RMA and AMA are developing a portfolio of self-paced, online training content to upskill and reskill the raw and advanced materials workforce. To deliver this content at scale, EIT RawMaterials is procuring a Learning Management System (LMS) that will serve as the central hosting environment for the Academies' own training modules and as the reporting backbone for the learners trained through them.

The primary purpose of the LMS is to host training content developed by the Academies, including both technical learning journeys and self-paced learning modules aimed at broad audiences across the raw and advanced materials value chain. Content will be delivered primarily as SCORM objects, with support for other standard resource types (e.g. video, downloadable files, web content) where appropriate. A significant proportion of this content will be produced by partner projects and third-party developers and supplied to EIT RawMaterials as finished packages for our own team to upload and administer on their behalf.

A second, equally important purpose is interoperability. The Academies operate a course catalogue (the "catalogue site") on the main EIT RawMaterials website, which must present a single, unified, filterable repository of all Academy training, both the courses physically hosted on this LMS and the much larger body of courses hosted by our 300+ third-party training providers. The LMS must therefore be able to expose its full course metadata automatically (e.g. via API) so that the catalogue site can aggregate and display it seamlessly alongside externally hosted courses, allowing a user to discover any course in one place and be routed to the correct hosting environment (this LMS, or the relevant provider's site).

The combined ambition of the Academies is to train at least 300,000 learners (100,000 RMA, 200,000 AMA), drawn from both our own hosted courses and our third-party providers. While many learners will be reported by third-party providers, the LMS must be priced and scoped to accommodate large enrolment volumes in our own hosted courses, on the basis of the token model described in section 2.2.

Due to the project timeline, speed of deployment is critical.

2.2. Scope of Services

The contractor shall provide a cloud-hosted LMS that can host the Academies' training content, track and report learner enrolments and completions, issue certification, expose course metadata to our catalogue site, and scale to the volumes described below.

Content hosting and formats

The LMS must host self-paced learning modules with SCORM as the primary content standard (SCORM completion/score tracking required), and must additionally support common resource types including video, downloadable files, and web-based content.

Tenderers shall specify the SCORM versions supported (e.g. SCORM 1.2, 2004) and any support for xAPI/Tin Can or cmi5.

Tenderers should describe the upload workflow, any file size or packaging constraints, and how course content can be updated or replaced once published. Self-service administration by third-party providers is addressed separately under "Multi-tenancy" below and is not a substitute for this requirement.

Assessments and certification

The LMS must support quizzes and assessments within modules and must be able to issue completion certificates and/or digital badges. Integration with external credentialing platforms or credential mobility tools — for example Sertifier or Europass — is desirable.

Tenderers shall indicate any out of the box integrations available with external credentialing platforms or credential mobility tools.

Learner communications and transactional emails

The LMS must provide configurable, branded transactional emails to learners (for example: registration confirmation, enrolment confirmation, course reminders, completion and certificate notifications). EIT RawMaterials requires the ability to create, edit, and brand these communications from the administrative interface, and to configure distinct templates and sender branding for content hosted on behalf of different Academies or partner projects. Solutions offering only a set of non-editable system emails do not meet this requirement.

Tenderers shall state the number and type of configurable templates supported, describe the extent of branding control (logo, sender name, styling), and showcase whether email triggers can be configured per course or per course group.

Off-the-shelf readiness and low administrative burden

EIT RawMaterials has a small administrative team and does not have the in-house capacity to operate a highly complex or heavily customised platform. A core priority is therefore that the solution is substantially off-the-shelf and can be administered day-to-day (uploading, configuring, branding, publishing, and retiring content, managing learners, and generating reports) by non-specialist administrators with minimal ongoing external involvement.

Tenderers shall concretely demonstrate off-the-shelf readiness and low administrative burden: describe the typical steps and time required for a non-/semi-technical administrator to upload and publish a SCORM package, configure a transactional email, and produce an enrolment/completion report. Tenderers shall also indicate the training required before an administrator is self-sufficient.

Code, voucher, and enrolment key access

EIT RawMaterials anticipates cases in which a learner pays for or registers for a course outside the LMS and then redeems a code to gain access.

Tenderers shall state whether the LMS supports access codes, enrolment keys, vouchers, or comparable

mechanisms; whether these can be generated in bulk and issued per course, per cohort, or per provider; and whether their use and redemption can be tracked and reported.

Catalogue / metadata feed (required)

The LMS must provide an automated mechanism (e.g. a documented API, iframe, or other solution) to expose the full metadata of all courses it hosts, so that the EIT RawMaterials website can pull this data and present it within a single aggregated catalogue. The catalogue must be filterable on criteria including, at minimum: course title, detailed description, provider/developer, Academy (Raw / Advanced), course format, duration, language, and certification type. Metadata fields must be mappable to the existing EIT RawMaterials catalogue schema — field names, data formats, value lists, and capitalisation must be configurable or otherwise reliably transformable, as the catalogue microsite consumes this feed directly. EIT RawMaterials anticipates procuring a web developer separately to build the integration on the website side; the requirement on the tenderer is to provide a robust, well-documented interface (API or equivalent) capable of feeding this metadata automatically.

Tenderers shall describe the interface, the metadata fields exposed, the extent to which fields can be customised or renamed, the update frequency, and any rate or volume limitations.

Staging / sandbox environment

The LMS must provide a staging or sandbox environment, separate from the live learner-facing environment, in which EIT RawMaterials administrators can upload, configure and test course content, branding, transactional emails and reporting before publication to learners.

Tenderers shall state whether a staging or sandbox environment is included as standard or as a separate module or component, whether it mirrors the production configuration, and describe how content and settings are promoted from staging to production.

Administration and branding

EIT RawMaterials requires straightforward administrative control to configure the platform under EIT RawMaterials branding and with the individual Academy logos, with no or minimal external involvement. The platform must support up to 20 administrators at EIT RawMaterials with back-end access, of whom a small number (1–3) will act as owners/superusers. The administrative interface for uploading, organising, and managing course content must be simple and intuitive; this administrative interface does not require white-labelling or branding.

Tenderers shall provide access to a trial version of the offered LMS (e.g. with a download link and the corresponding login credentials).

Learner access and accounts

Learner self-registration with persistent learner accounts must be possible, enabling learners to resume self-paced modules and have their completions tracked. In addition, open/guest access to courses without login are acceptable, provided that enrolment is captured via a compulsory form that collects the data fields required for our reporting (see "Reporting data fields" below); however.

Tenderers should describe the authentication options supported, including any single sign-on (SSO)

capability.

Accessibility

As a platform delivered under EU-funded programmes, the LMS must meet recognised accessibility standards. Tenderers must state the level of conformance with WCAG 2.1 (Level AA or higher) and EN 301 549, for both the learner-facing and, where possible, the administrator-facing interfaces.

Tenderers shall provide supporting documentation (e.g. a VPAT, accessibility conformance report, or equivalent statement) and describe any known limitations, including how accessibility is handled for embedded SCORM content.

Reporting and integration with third-party database

EIT RawMaterials maintains a third-party database that serves as the single source of truth for all learner reporting. It is a web-hosted relational database exposing a REST API for programmatic read and write access, and our third-party training providers feed their learner reports into this same tool. The LMS must make its enrolment and completion data available to this database in one of two ways, in order of preference:

- *(Preferred for reasons of usability)* Direct, automated reporting into the database (e.g. via API or scheduled integration), such that hosted-course enrolments and completions flow into the central database with minimal manual effort; or
- *(Acceptable)* A configurable report that can be readily exported from the LMS (e.g. CSV) and imported into the database by our internal team.

Tenderers shall describe their reporting and export capabilities, whether reports can be scheduled and their fields configured, and any experience integrating with web-hosted relational databases via REST API. EIT RawMaterials does not require the LMS itself to perform EC-facing aggregation; that function resides in the database provider.

Reporting data fields

For each enrolment, the LMS must have the technical ability to capture (via account registration or access form) and be able to report the fields required by our central reporting schema. These are consistent with the Academy reporting database and include, indicatively (subject to change):

- Unique Learner Identifier (email where permission is granted)
- Name/Title of Learning Activity
- Linked Academy (Raw Materials / Advanced Materials / Both)
- Course format, duration, language, and certification type
- Nationality and Country of Residence
- Highest level of education achieved
- Gender
- Age band
- Current employment status
- Sector / subsector
- Enrolment and completion status/date

All personal data must be handled in a GDPR-compliant manner.

Tenderers shall describe any anonymisation or data-minimisation features they can offer.

White labelling

The learner-facing environment must be fully white-labelled: it must present under EIT RawMaterials and the individual Academy branding only, with no provider branding, logos, "powered by" attributions, or provider product names visible to learners.

Tenderers shall confirm the extent of white-labelling supported, including branding of the learner interface, custom domains, login/registration pages, transactional emails (sender name and address), issued certificates, and any learner-facing URLs (e.g. the ability to use an EIT RawMaterials custom domain or subdomain).

Multi-tenancy

Beyond the core requirement that EIT RawMaterials administrators upload and manage third-party content on providers' behalf, EIT RawMaterials wishes to explore tiered, multi-tenant functionality as an optional upgrade. Under this model, selected third-party training providers could operate their own sub-LMS within the wider EIT RawMaterials environment, hosting and administering their own courses and issuing their own branded learner communications, while EIT RawMaterials retains the ability, at the top level, to report automatically on their learners and courses.

Tenderers are requested to scope this as a distinct component setting out the associated timeline, and implementation requirements separately from the core solution, but included into the implementation price.

Hosting, data protection, and information security

To ensure GDPR compliance, all data must be hosted in the EU and meet all applicable EU data-protection requirements. The solution should be cloud-hosted, and the tenderer should be able to offer GDPR-compliant data hosting.

Tenderers shall state where data will be hosted, describe their data-protection and security posture, and provide a DPA compliant with GDPR, including technical and operational measures (c.f. Article 32 GDPR). The DPA itself provides transparency on sub-processors, data retention/deletion capabilities, and clarification on international data transfers. The tenderer shall demonstrate security protocols in line with ISO 27001 (or similar), MFA for admins, audit logs, encryption, penetration testing, and security incident notification. For secure verification/identification of accounts, the tenderer shall provide Entra ID/SSO support and role-based access management. The tenderer shall also speak to their business continuity solutions including requirements for backups, disaster recovery, RTO/RPO targets, and minimum uptime commitments.

Scale and token model

EIT RawMaterials requires a token-based pricing model in which one token equals one learner enrolment in a hosted course. As learners may enrol in multiple modules, total token consumption may exceed the targeted minimum number of unique learners: the solution should accommodate at least 200,000 unique learners and at least 300,000 enrolment tokens over the contract period. Tenderers should price tokens in drawable bands/bundles that EIT RawMaterials can purchase and draw down as enrolments are reported, with the ability to top up. Token consumption is expected to ramp across the contract period, weighted toward the middle years. Indicative annual volumes are as follows (illustrative

— to be confirmed by EIT RawMaterials):

Year	Indicative enrolment tokens
2026	~5,000 (lowest)
2027	~115,000
2028	~120,000 (peak)
2029 (to July)	~60,000
Total	~300,000

The Academies' course portfolio is still under development, and the figures above are indicative planning assumptions rather than committed volumes.

Tenderers must comply with the token-based pricing model as set out in the Price List and confirm that EIT RawMaterials is entitled to flexibly set the token volume for each contract year, upward or downward, without penalty and without loss of unused entitlement within the term. Tenderers shall state whether unused tokens roll over between contract years, describe the process and lead time for purchasing additional tokens when needed. The price per token used to calculate the monthly rates as requested in the Price List must be stated separately.

Editor/Administrator licences

Up to 20 administrators with back-end editor access, of whom 1–3 will be owners/superusers.

Contract length

The Academy projects are funded until July 2029. EIT RawMaterials seeks annual contracts running to a likely termination in July 2029, with the potential to extend for additional 12 months per extension, should additional funding be secured. Each annual term shall allow EIT RawMaterials to adjust the contracted token volume as set out above.

Implementation

Given the project timeline, ease and speed of implementation is a priority.

Tenderers shall set out a realistic implementation timeline and clearly indicate the degree of off-the-shelf readiness, the configuration/customisation effort required, and the support provided during setup and onboarding.

Ongoing support and service levels

Separately from implementation support, the tenderers must set out the ongoing support arrangements offered for the duration of the contract, including:

- the support channels available (e.g. email, ticketing portal, telephone, named account manager) and the hours of coverage, including time zone with service hours covering a minimum of 6 hours overlap with hour business day of 9 a.m. to 6 p.m. CET;
- guaranteed response and resolution target times by severity level, including as a minimum at least a response time between 15 and 30 minutes as well as a resolution time of 2 to 4 hours for major incidents according to the ITIL definition (a major incidents is a disruption that causes high impact to business-critical services and demands immediate, specialized response), and the platform availability/uptime commitment, together with any service credits or remedies where these are not met;

- what is included as standard within the licence or token price, and what is charged additionally — support costs must be itemised in the financial offer using the Price List;
- the arrangements for planned maintenance windows, release/upgrade schedules, and advance notification;
- administrator training and documentation provided at onboarding and on an ongoing basis.

Tenderers shall provide their offered Service Level Agreement (SLA).

Exit, data portability, and transition assistance

EIT RawMaterials requires that its data and content remain fully portable throughout and at the end of the contract.

For this purpose, tenderers shall describe:

- the formats in which learner records, enrolment and completion data, assessment results, and issued certificates can be exported (open, machine-readable formats such as CSV, JSON, or XML are required), and whether export is self-service via the administrative interface and/or API;
- how uploaded course content, including SCORM packages and associated media assets, can be retrieved in their original or an equivalent re-deployable format;
- the transition assistance offered at contract end or termination, including any support in migrating to a successor platform, the time period over which data will remain accessible after termination, and any associated costs;
- the data deletion and certification-of-deletion procedures applied once the transition is complete.

Any charges associated with data export, content retrieval, or transition assistance at the end of the contract must be stated explicitly in the financial offer (Price List).