



NZC CESF Procurement RFP

CESF Procurement Document to be published externally
for the purposes of procuring expert support for cities

SGA-MCCC-021 Bergamo

Date: 01 April 2026

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Abbreviations and acronyms

Acronym	Description
NZC	NetZeroCities
CESF	City Expert Support Facility
CCC	Climate City Contracts
RFP	Request for Proposal
GARAC	Grant and Resource Allocation Committee
CoP	Community of Practice

Request for Proposal

For: Design and Enablement of a Youth and Children CCC Outreach and Engagement Framework for the City of Bergamo

Date: 01 April 2026

1 Overview

1.1 Executive Summary

This is a Request for Proposal (RFP) that details Climate-KIC's requirements for services to support cities in the NetZeroCities programme, through the NZC City Expert Support Facility. Please treat this document in accordance with the confidentiality obligations detailed further in this document.

Services requested	Climate-KIC seeks a supplier to design and co-develop a strategic "Youth and Children Outreach and Engagement Framework" for the City of Bergamo, focusing on building local capacity, peer-to-peer mentoring, and the activation of digital and physical networks to empower young citizens as active contributors to the city's Climate City Contract (CCC) transition.
The legal entity requesting these goods and/or services	Stitching Climate-KIC International Foundation
Services will be delivered to the following locations	Bergamo (Italy) Services will be delivered remotely to the following locations: <ul style="list-style-type: none"> Bergamo (Italy) Some onsite services may be required at: <ul style="list-style-type: none"> Bergamo (Italy)
Climate-KIC Contact Points for Proposals and Inquiries	Luisa Carretti Mateusz Hoffmann CESF Manager CESF@netzerocities.eu
Proposed contract term for successful candidates	01 June 2026 – 31 May 2027 (12 months)

Table 1: Procurement executive summary

1.2 Timelines

Climate-KIC has set the following indicative timelines for this RFP:

Planned Date*	Milestones
03 April 2026	RFP issued to bidders
20 April 2026 (23:59 CET Time)	Deadline to submit questions
27 April 2026 (23:59 CET Time)	Bidders submit proposals / Submission Deadline
08 May 2026	Assessment results announcement (subject to finished evaluations and selection of a winner)
Proposed contract start date for successful supplier	01 June 2026

Climate-KIC reserves the right to amend this timetable during the RFP.

Table 2: Timeline table

Should you have any inquiries regarding the Request for Proposal (RFP), please submit them via email to CESF@netzerocities.eu by the deadline specified in the table above. We aim to respond in a timely manner wherever possible. To proceed, please submit a proposal following the requirements at Section 6 by the Submission Deadline stated at Section 1.2. NetZeroCities team will assess bids and notify bidders following the timeline at Section 1.2.

1.3 About Climate-KIC

Climate-KIC is Europe's leading climate innovation agency and community, supporting cities, regions, countries and industries to meet their climate ambitions through systems innovation and place-based transformations.

Together with our partners, we generate, implement and integrate climate solutions by mobilising finance, testing business models, and opening pathways for institutional change and behavioural change. We orchestrate large-scale demonstrations that show what is possible when cycles of innovation and learning are deliberately designed to trigger exponential decarbonisation and build resilient communities. Climate-KIC is the project lead for NetZeroCities (NZC).

1.4 About NetZeroCities

NetZeroCities (NZC) is a project designed to help cities overcome the current structural, institutional, and cultural barriers they face to achieve climate neutrality by 2030. NZC recognises the need for cities to develop specific strategies that are tailored to suit local and regional contexts, and supports them by developing, promoting, and integrating new and existing tools, resources, and expertise into an online platform accessible to all cities (**Mission Platform**). The project – designed to **support cities that are part of the EU's Horizon 2020 and Horizon Europe supported Mission "100 Climate-Neutral and Smart Cities by 2030"** – tailors advanced capabilities related to systemic change, citizen engagement and democratic, participatory governance, capital and financial structuring, and social innovation, to ensure cities have access to expertise needed to address their challenges in becoming climate neutral.

1.4.1 NZC Climate City Contracts (CCC)

The **NZC Mission Platform** provides support in the co-creation of Climate City Contracts with local stakeholders and citizens. Drawing up, signing, and implementing Climate City Contracts is a central feature of the [EU Mission on 100 Climate Neutral and Smart Cities](#) by 2030. While not legally binding, these contracts represent a clear and highly visible political commitment. This commitment extends not only to the EC, national and regional authorities, but also to the citizens they serve. These contracts outline the city's path to achieve climate neutrality by 2030, accompanied by a comprehensive investment strategy.

1.4.2 NZC Pilot Cities Programme

The **NZC Pilot Cities Programme** supports large scale piloting activities to exploit, deploy, and scale R&I and systemic solutions combining social, cultural, technological, nature-based, regulatory, and financial innovation, and new business and governance models to underpin the climate transition. As such, the NZC Pilot Cities Programme and its subgrant-funded activities are an opportunity for Mission Cities to put into practise elements of their developing and/or finalised Climate City Contracts and the plans contained in them and learn by doing so in the process.

1.4.3 NZC Community of Practice

The [NZC Community of Practice \(CoP\)](#) is a collaborative space on the Mission Platform, which gathers city officials, experts and practitioners from public organizations, private organisations or public-private organisations directly involved in climate neutrality programmes, activities or solutions. Through this community, we recognize that there are already many existing resources, knowledge, and solutions available, and we aim to foster their connection to cities to help them achieve their climate goals. Through the online portal group and monthly webinars, the CoP encourages the sharing

of challenges, questions, and solutions related to climate neutrality, facilitating discussions that inspire innovative collaborations and drive city strategies for achieving climate goals.

The CoP plays a complementary role in the context of the City Expert Support Facility. While participation in the CoP is not required to submit an offer and has no influence on the evaluation process, it may provide added value for suppliers in other contexts. It provides a space where city needs can be openly shared and discussed, and where suppliers can stay engaged, respond to emerging opportunities, and contribute their expertise. For more information on how to join the CoP and present your services, please contact helena.suarezgroen@lgi.earth.

2 Confidentiality

All information provided in this Request for Proposal (hereinafter “RFP”) document and any information that may be subsequently disclosed during discussions, correspondence, and negotiations, is confidential and must not be disclosed to any other party or used for any other purpose whatsoever without the prior written permission of Climate-KIC (hereinafter “Climate-KIC”).

The Supplier must not disclose any such information, materials, specifications, or other documents to any third parties or to any other part of the Supplier’s group or use them for any purpose other than for the preparation and submission of a response to this RFP. The Supplier must not make any press announcements or publicise in any way Climate-KIC’s name, this document, the quotation process or any subsequent agreement without the prior written consent of Climate-KIC.

Climate-KIC may require the execution of Non-Disclosure Agreement as part of this RFP or for future commercial engagements. As part of preparation for the submission of the response and in any subsequent negotiations, the Supplier is allowed to disclose confidential information to others within the Supplier organisation, external advisors, or subcontractors, provided that the confidentiality conditions are adhered to.

Employees of either party who have access to confidential information must be notified of their obligations with regard to confidentiality and of the disciplinary proceedings which will result if confidentiality conditions are breached.

The scoring information (includes price) and the successful proposal will be shared with the City that is the beneficiary of the contract prior to contract execution. The unsuccessful proposals may also be shared with the city for feedback. Please make Climate-KIC aware if there are any potential issues with the dissemination of your proposal for the purposes of informing the city of the outcome.

3 Specification

3.1 Background

The City of Bergamo is working to strengthen both cultural and institutional engagement around its [Climate City Contract \(CCC\)](#), recognising that achieving climate neutrality requires a shared civic culture of responsibility and political accountability across generations. Young people are central to this effort: they are already influential within their families, schools, and communities, and must be supported not only to understand and adopt climate-positive behaviours, but also to contribute actively to shaping and monitoring the city's transition.

In this context, Bergamo seeks CESF support to develop a “*Youth and Children CCC Outreach and Engagement Framework*”, for children 6–11, and youth 12–18, not as a one-way communication exercise, but as a participatory empowerment process that builds young people's capacity to engage with the CCC and relate it to everyday life, fosters long-term civic engagement, and reinforces the foundations of political and civic accountability. The goal is to transform young people into active interpreters, communicators, and **disseminators** of the CCC, able to translate its objectives into accessible language and locally relevant action, while gradually contributing to how climate efforts are understood, implemented, and monitored within the community.

As part of the NetZeroCities Pilot Project of the 9 Italian Mission Cities, LetsGOv, Bergamo City Council has established a Register of Self-Consumption Configurations for Renewable Energy Sharing (CACER), a new tool designed to promote the creation of Renewable Energy Communities (CER), Self-Consumption Groups (AUC) and individual self-consumption. This digital tool, integrated into Bergamo's official CCC monitoring platform, *For Impact*, is complemented by a comprehensive set of guidelines to help organisations, including youth groups and schools, navigate the development of energy communities. These tools provide a natural bridge between climate education and real opportunities for action, offering young people concrete ways to contribute to the city's energy transition.

In parallel, Bergamo is enhancing its governance and coordination mechanisms through the establishment of an Energy and Climate Desk, a service hub for communication, coordination, stakeholder and citizens engagement, awareness raising, and capacity building. This Desk will serve as both a technical advisory service and a cultural interface, linking city-wide communication on energy transition, youth education, and civic engagement through micro-video pills, workshops and public meetings with citizens, professional associations and condominium administrators. The Desk's Tutor dell'Energia Domestica (TEDs), coordinated by ACLI Bergamo and ManagerNoProfit, already play a key advisory role on energy use and energy poverty and can help amplify youth-focused communication and participation.

3.2 Scope

NZC / Climate-KIC are requesting quotation for support to the City of Bergamo for the design, co-development, and enablement of a *Youth and Children CCC Outreach and Engagement Framework*, together with associated communications materials and capacity-building activities. The supplier's role will focus primarily on strategic design, co-creation, capacity building, and light-touch implementation support, enabling local actors to deliver and sustain youth engagement activities, rather than on the direct delivery of ongoing engagement or outreach activities.

This assignment aims to go beyond communication materials, and instead to develop a strategic, systemic, and transformative engagement process, across both physical and digital channels, that enables young people to understand, communicate, and act upon Bergamo's CCC. By strengthening youth engagement and intergenerational dialogue the approach is intended to contribute over time to enhanced civic and political accountability for the city's climate commitments, rather than to directly deliver accountability mechanisms within the scope of this assignment. The approach considers communication not merely as information dissemination, but as a tool for civic participation, cultural transformation, and longer-term accountability.

The assignment is structured to equip and enable local stakeholders, youth disseminators, and municipal services to carry out engagement activities themselves, with the external supplier providing

design expertise, tools, training, and limited accompaniment, rather than acting as a long-term delivery partner.

The support will have to propose a pragmatic and scalable approach: instead of creating new engagement structures from scratch, the project will mobilise and connect the community networks where young people already meet and feel a sense of belonging, schools, together with institutional and political structures such as [youth councils](#), NGOs, and national youth and environmental associations, such as Legambiente.

The initiative will therefore operate on two complementary layers:

- Everyday physical and digital engagement spaces, the social, educational, cultural, and faith-based environments where young people naturally interact and develop their personal and civic identities.
- Institutional and civic accountability structures, youth councils, NGOs, and civic organisations that can influence policy and governance.

By linking these layers, the support from the external supplier will create a **“network of networks”**, bridging formal and informal spheres of participation. By activating these networks, the initiative aims to reach children and young people through channels they trust, creating opportunities for meaningful engagement and co-creation.

To reinforce this ecosystem, the support will also design, set-up, and support the initial activation of robust and self-sustaining digital communication channels, aligned with the city’s existing CCC communication efforts. The supplier’s role will focus on the definition of formats, governance arrangements, and initial activation and use of these channels; ongoing content production, moderation, or long-term management beyond the initial activation phase is out of scope of this assignment. Over the longer term, these digital spaces are expected to function as shared civic infrastructures that support continuity, interaction, and accountability, even as young people move between different community spaces or life stages.

By strengthening connections across these layers, the support from the external supplier will leverage existing community networks to reach young audiences through trusted intermediaries (“disseminators”), mainly young people, and create a distributed engagement model, reducing dependence on single channels and enhancing continuity, resilience and reach. Additionally, by training and mentoring motivated young people within these networks, the project will enable peer-to-peer education and communication, building local capacity and leadership that lasts beyond the project timeframe.

Another defining aspect of this model will be the emphasis on peer-to-peer learning and youth-led communication. Young people will be trained and mentored to explain the CCC in accessible terms, facilitate dialogue within their networks, and relate climate action to concrete lived experiences (e.g., energy costs, mobility choices, air quality, or comfort in schools and homes). Peer-to-peer empowerment strengthens ownership, trust, and long-term commitment. It also provides a highly replicable model particularly suited to Mission Cities with limited communication or stakeholder engagement capacity, showing how local expertise and social trust can be leveraged to substitute for resource-intensive outreach campaigns.

The request for support applies a theory of change grounded in the principle that:

- If young people are given accessible knowledge about the CCC and the energy transition,
- And are supported to interpret, communicate, and act upon this knowledge within their own networks,
- Then they can become credible messengers, organisers, and accountability partners, amplifying climate awareness, motivating behavioural change, and strengthening intergenerational political accountability.

Finally, to ensure long-term impact, Bergamo requested the inclusion of a dedicated requirement for the external supplier to develop Sustainability and Continuation Recommendations. This will include an analysis of the resources, partnerships, and funding sources needed to maintain and grow the initiative over time, as well as governance arrangements that can anchor youth participation beyond the project period. This will strengthen the systemic value of the CESF intervention and supports replicability among other Mission Cities facing similar capacity constraints.

The supplier must ensure visual and narrative alignment between the Youth and Children CCC materials and the Energy and Climate Desk's communication efforts, leveraging moments when joint communication actions are possible.

Key stakeholders include municipal staff, school student councils, educators in parishes and summer camps, associations (e.g. Legambiente, Bergamo Scienza), youth and cultural organisations, and paediatricians.

Coordination must also take place with NetZeroCities (NZN) experts and the Politecnico di Milano (Polimi), who provide international best practices, national-level support and capacity building, notably through monthly Col'Azioni Climatiche through which the 9 Italian Mission Cities exchange information and knowledge on common challenges. To reinforce cross-learning and long-term relevance, the supplier will also participate in one peer-to-peer session with other Mission Cities and a strategic reflection with Bergamo and NZC specialists on how this CESF initiative will lay the groundwork for a future phase focused on intergenerational political accountability. NetZeroCities's role will focus on strategic alignment, mentoring and facilitation of cross-city learning, while the selected supplier retains full responsibility for the delivery of the tasks and outputs described in this Scope.

3.3 Key Tasks and Activities

3.3.1 Task 1: Assessment and co-design of Youth and Children CCC Outreach and Engagement Framework

- Review and build upon a preliminary assessment that will be developed and provided by NetZeroCities and the city before the start of the assignment, to map two interconnected engagement layers:
 - Institutional and political structures, including youth councils, local NGOs, national environmental associations, and other organised groups that can influence governance and keep institutions accountable as CCC stakeholders;
 - Every day, physical and digital, formal and informal engagement spaces, such as student councils, sports clubs, Scouts, parish groups, cultural centres, libraries, and informal youth networks, where trust, belonging, and identity are formed.
 - The task will identify existing networks and their interconnections, highlighting gaps and opportunities to strengthen collaboration between these layers.
- Develop, in consultation with the city and key disseminators, a *Youth and Children CCC Outreach and Engagement Framework* that will be disseminated and sustained through the above-mentioned layers. The framework's goal is to:
 - Define how to connect and activate these networks as co-creators and communicators of the CCC;
 - Identify key disseminators (at least 15) within both layers, prioritising young people already in leadership or facilitation roles;
 - Specify mechanisms to sustain engagement beyond organisational boundaries and ensuring continuity beyond the support timeline (e.g., alumni groups, online platforms such as an Instagram or TikTok pages that can be maintained with minimal effort, mentorship between different age groups);
 - Link youth networks with the city's climate governance structures, identifying interfaces that can reinforce accountability and long-term collaboration, for example the existing Energy and Climate Desk.

Expected output: This task will deliver a *Youth and Children CCC Outreach and Engagement Framework* that builds upon a networked engagement model linking formal and informal engagement spaces, laying the foundation for long-term youth empowerment, shared ownership of the CCC, and strengthened political accountability.

3.3.2 Task 2: Design and delivery of Youth and Children CCC Communication Products

- Develop two integrated *Youth and Children CCC Communication Products* (children 6–11 and youth 12–18) that translate key CCC commitments and actions (to be provided by the City of Bergamo) into simplified, age-appropriate, and action-oriented, enabling

young people to understand, explain, and discuss the climate transition in their own words and contexts. In developing these two packages, the supplier shall:

- Consider a range of complementary communication formats, both digital and physical, selecting those most relevant for each targeted age group, communication channel, and engagement setting;
- Ensure co-branding with the city of Bergamo and alignment with CCC visual identity guidelines;
- Include real-life examples (energy use, costs, mobility, health benefits) to link abstract climate goals to everyday experiences;
- Highlight not only what the city is doing, but also how young people and families can act or participate through existing initiatives, such as Renewable Energy Communities or the Climate and Energy Helpdesk.
- Ensure consistency and continuity with existing CCC-related activities already ongoing in the city (e.g. the communication activities related to the establishment of the Climate and Energy Helpdesk).
- Showcase youth-led actions already happening in Bergamo (e.g., student environmental projects, sports clubs adopting sustainable practices) to strengthen identification and ownership;
- Design materials so that they can feed into, and be reinforced by, a strong and coherent digital communication ecosystem, including guidance on initial activation and use of digital channels by youth disseminators and partner organisations;
- Ensure materials are modular and easily adaptable formats that other Italian Mission Cities can localise, ensuring scalability for municipalities with limited communication capacity.

Expected outputs: This task will result in two age-specific CCC communication packages and the activation of youth-friendly digital channels that translate Bergamo's CCC into accessible, action-oriented formats connected to everyday family experiences and existing city communication initiatives.

3.3.3 Task 3: Training of youth leaders and disseminators and support to initial rollout

- Develop training materials and a facilitation guide to support those who will deliver and discuss the CCC content with young audiences. Materials must:
 - Embed real-life connections between climate action and local co-benefits (household costs, energy efficiency, renewable energy communities, air quality, health, and employment);
 - Emphasise peer-to-peer learning and co-creation, enabling disseminators to adapt CCC messages within their contexts.
- Facilitation of trainings for at least 15 disseminators (school student representatives, associations' youth leaders) to ensure materials are effectively embedded into trusted channels and aligned with disseminators' values, activities and communication style. Trainings must:
 - Equip young leaders with storytelling and communication skills to engage peers and families;
 - Encourage young disseminators to connect their networks, building bridges between institutional structures and everyday community spaces;
 - Enable participants to act as peer trainers, multiplying outreach and maintaining engagement beyond the project duration.
- To allow for meaningful implementation and follow-up, the supplier will provide light-touch accompaniment to youth disseminators during the first months of rollout in their respective contexts (schools, associations, parishes, etc.). This will include:
 - A limited number of light-touch check-in sessions (e.g. up to three short group sessions) to troubleshoot challenges during the initial application of materials and peer activities;
 - Monitoring of implementation and collection of feedback and stories of use;
 - Preparation of a short Implementation Summary Note documenting lessons learned and recommendations for continuity beyond the project.

Expected outputs: This task will train at least 15 youth disseminators and establish a self-sustaining peer-learning cycle, enabling young people to act as communicators and accountability partners while ensuring continuity of CCC outreach beyond the project duration.

3.3.4 Task 4: Sustainability, national peer learning and capacity-building

- Analyse and outline pathways for sustaining youth engagement over time, including:
 - The effort required in terms of staff time, youth volunteers, and coordination needed to maintain the engagement model;
 - Potential partnerships and in-kind contributions from organisations already active in youth mobilisation (e.g. schools, associations, parishes, NGOs) that could support continuity without requiring additional permanent human resources from the city;
 - A non-exhaustive identification of potential funding sources or support mechanisms that could contribute to longer-term continuation.
- Propose recommendations outlining the resources needed to sustain youth engagement overtime, and identifying potential funding sources, partnerships or in-kind support that will ensure continuity, and how different stakeholders in the communication ecosystem can take ownership of specific aspects in the medium to long term.
- Identify lessons learned from Bergamo and develop a Guidance Note for replication of the networked engagement approach in other Italian Mission Cities. The note must explicitly address how smaller municipalities can leverage community networks and limited resources to achieve systemic youth engagement.
- Deliver one online training session for Italian Mission cities in collaboration with NetZeroCities and Polimi, focusing on scalable models of youth empowerment, peer education, and civic accountability.
- Engage with NetZeroCities experts throughout the process for alignment, feedback, and peer-to-peer knowledge sharing, ensuring that outputs can be replicated in other Mission Cities and incorporated into NetZeroCities' knowledge dissemination channels.

Expected outputs: This task will focus on designing pathways for continuation and local ownership, rather than on establishing new delivery structures led by the external supplier. The task will generate concrete recommendations, guidance notes, and peer-learning activities that enable the replication and long-term sustainability of the youth engagement model across Bergamo and other Italian Mission Cities.

3.4 Timeframe and Effort

Duration (estimate): June 2026 – May 2027

Estimated effort: 80 person-days (20 days Task 1, 23 days Task 2, 25 days Task 3, 12 days Task 4).

The services will be delivered to meet the following milestones:

Milestone	Timeframe
Kick-off and onboarding with city and NetZeroCities	June - July 2026
Mapping of engagement layers and key disseminators	June - July 2026
Draft <i>Youth and Children CCC Outreach and Engagement Framework</i> delivered, and initial sustainability and continuity mechanisms outlined	July - August 2026
Draft <i>Youth and Children CCC Communication Products</i> delivered, and digital communication channels established	July - September 2026
Feedback on draft framework and communication materials from small cohort of potential disseminators (for ex. <i>Garante dei Diritti dell'Infanzia</i> , associations, such as Legambiente) collected	October 2026

Refinement of materials and strategy and development of training materials	October - December 2026
Training of at least 15 disseminators prior to the distribution of communications materials and launch of digital campaign	December 2026 - January 2027
Support to initial implementation of the <i>Youth and Children CCC Outreach and Engagement Framework</i> and mentoring of youth disseminators, ensuring practical uptake and sustainability of results and short implementation summary note	January 2027 – May 2027
Recommendations for sustainability and long-term continuation	January 2027 – May 2027
Practical Guidance Note for replication in other Italian Mission Cities and peer-learning session for Italian cities delivered	February 2027 - May 2027
CESF Delivery Report submitted, including recommendations for long-term governance and integration with municipal structures (e.g., Energy Desk, CACER)	May 2027

The selected bidder is expected to engage with experts from the NetZeroCities consortium as well as engaging with the city and its key stakeholders. The supplier will be explicitly required to:

- Engage regularly with NetZeroCities staff throughout the assignment through check-ins every two weeks and ad-hoc peer-to-peer sessions including Bergamo and other Mission Cities working on youth engagement.
- Ensure that deliverables align with Mission branding, and identity, and lessons learned from other Mission Cities collected by NetZeroCities and shared with the supplier.
- Collaborate with NZC and the city during a final CESF workshop to co-develop recommendations for sustaining the communications campaign beyond the assignment and replicate the approach amongst the other Mission Cities.

NetZeroCities experts are resourced already and do not have to be represented in a financial offer.

3.5 Required Experience and Capabilities

The supplier will ensure sufficient financial, economic, technical, and professional capacity to deliver the services in an efficient and effective manner.

Local expertise will be essential. To ensure meaningful impact, the supplier must demonstrate a strong understanding of the Italian, and specifically Bergamese, context, including youth culture, educational pathways, and civic life, as well as of the informal yet influential networks such as sports associations, cultural groups, and paediatric practices.

The team or individuals delivering the services must be able to demonstrate the following experience and capabilities:

- Proven expertise in strategic citizen engagement;
- Proven experience and expertise in youth and children participation and empowerment;
- Prove expertise in communication, storytelling, and visual design for children and youth;
- Strong knowledge of the Italian and Bergamese cultural, educational, and civic context;
- Experience designing multi-channel communication strategies;
- Familiarity with behavioural insights and cultural engagement methods;
- Experience working with cities and local authorities on climate action, civic participation, or mission governance;
- Ability to design and deliver capacity-building workshops for municipalities and stakeholders;
- Fluency in Italian and English

3.6 Methodology

The service provider shall apply a robust, participatory, and professionally recognised methodology appropriate to youth engagement, civic participation and climate communication. The methodology should demonstrate how the supplier will ensure quality, inclusiveness, sustainability, and scalability in delivery, and should be guided by the following principles:

- - Ground the work in a structured review of Bergamo's CCC and relevant local initiatives, using targeted consultations and iterative feedback loops with representative youth-facing actors to ensure relevance, legitimacy, and local ownership.
 - Apply a methodological approach that recognises engagement as distributed across interconnected institutional and community-based spaces, and that intentionally works through trusted intermediaries rather than stand-alone outreach actions.
 - Use inclusive design, behavioural insights, and storytelling techniques to translate complex climate content into accessible and motivating narratives, ensuring materials resonate with different age groups and lived experiences.
 - Prioritise peer learning and youth leadership as core methodological tools, enabling young people to act as communicators, facilitators, and multipliers, and supporting autonomy and long-term engagement beyond the project period.
 - Consider digital channels as part of a broader engagement ecosystem, ensuring they complement physical spaces of interaction and can function as durable, low-maintenance touchpoints for visibility, continuity and accountability.
 - Adopt methods that are proportionate, adaptable, and realistic for municipalities with limited communication capacity, favouring reuse, modularity, and reliance on existing community infrastructures.
 - Embed sustainability considerations throughout the methodology by anchoring activities in recurring civic, educational, and community processes, and by creating early participatory momentum that incentivises continued engagement.
 - Emphasise enablement over substitution, ensuring that methods strengthen the capacity of youth, community organisations, and municipal services to lead engagement activities independently.
 - Where relevant, explore methodological links with existing youth participation and advisory structures to support ongoing dialogue and accountability between young citizens and municipal leadership.

3.7 Deliverables

The following deliverables are requested:

- Deliverable 1 (Task 1): Mapping of engagement channels and key disseminators typologies (in Italian);
- Deliverable 2 (Task 1): *Youth and Children CCC Outreach and Engagement Framework* (in Italian);
- Deliverable 3 (Task 2): *Youth and Children CCC Communication Products* and setup and initial activation of relevant social media channels (in Italian);
- Deliverable 4 (Task 3): Training Materials and Implementation Summary Note, documenting feedback from the rollout of the *Youth and Children CCC Communication Products*, and lessons learned from peer-led activities (in Italian);
- Deliverable 5 (Task 4): Sustainability and Replication Package, including:
 - Analysis of continuation pathways, resource needs, partnership opportunities and potential funding sources for the long-term maintenance of youth engagement (in Italian);
 - Practical Guidance Note for replication in other Italian Mission Cities (in Italian);
- Deliverable 6 CESF Delivery Report. Upon completion of the delivery of support, the appointed provider must submit the CESF Delivery Report. This report will be validated by the city in receipt of the support, as described in the Assignment contracted. It will serve as a brief but comprehensive report summarizing the entire process, outcomes and learnings,

and any identified follow-on actions, next steps and/or deployment of/connectivity to NetZeroCities and Mission Platform services and offers (in English).

Report will be requested to be written at a suitably professional standard using a recognised (or specified) referencing style upon request. The reports are to be provided for unrestricted use by Climate-KIC and free from all third-party copyright restrictions. Climate-KIC will receive ownership of such work products and may make them available to other parties, publish online, or other at our discretion.

3.8 Eligibility

Climate-KIC reserve the right to reject proposals where the proposed supplier:

- Has insufficient technical, professional or financial capacity to deliver the services.
- Has been bankrupt or insolvent (last 7 years)
- Is sanctioned by a relevant authority
- Does not comply or has previously not complied with our [Ethical Standards for Contractual Counterparties](#)
- Has been convicted of crime, links to terrorism, breach of tax or social security obligations
- Is an individual prior employee of Climate-KIC or the overall Climate-KIC Group (discretionary basis)
- Will continue to be a full-time employee of an EU grant recipient or a Net Zero Cities Consortium partner during the contract term (discretionary basis)
- **Has a price more than the Public Procurement Directive threshold, currently EURO 221,000. Bids of this size cannot be accepted under this procurement process.**

If any of these scenarios apply, please make Climate-KIC aware in your submission.

Moreover, Net Zero Cities Consortium partners should not participate in this request for proposals as subcontracting between consortium partners is prohibited under EU funding rules.

3.9 Sustainability

In order to uphold our commitment to sustainability, Climate-KIC aims to minimise any negative impact we may have on the natural and built environment by effectively managing our resources.

In the efforts to procure in a sustainable manner with minimal impact, the following requests are made of the bidder:

- Where practical, the services are to be delivered digitally following a paperless policy
- For events and workshops, please strictly minimise the generation of waste. We ask our service providers to consider the greenhouse gas emissions from transport to our/city/partner offices and events. Cycling, walking, public transport and rail are preferable over air travel wherever possible.
- We love to hear what suppliers are doing to minimise impact. Feel encouraged to share your approach and policies if applicable.

4 Contracting (third parties)

4.1 Payment & Invoicing

- Payments will be made following provision of a correctly rendered undisputed digital (via email) invoice to Climate-KIC. Climate-KIC contract manager will inform the successful bidder where to submit invoices.
- The standard payment term is 100% of the total contract value upon acceptance of the Final Delivery Report. Invoices for the Final Delivery Report may only be submitted following formal written acceptance by the Climate-KIC Contract Manager.
- Payment terms associated with the delivery of goods and/or services must be not less than net 30 days from the date a correct and undisputed invoice is received.
- Any request for a deviation from the standard payment term (e.g., payment in tranches) must be explicitly raised within the bidder's proposal and is subject to the review and prior written approval of the Climate-KIC Contract Manager. If a deviation is approved, all payments will be strictly linked to the achievement of one or more clearly defined deliverables. The Contract Manager reserves the right to approve or reject any requested payment schedule deviation.
- Climate-KIC can provide a purchase order number to be referenced on invoices.
- Requests for deposit payments are generally not accepted.
- If submitting invoices for subscription services, please ensure these fees are itemised and priced at line level.

4.2 Contract Management

A **one-off** agreement is proposed for award of work.

Climate-KIC can share its standard terms and conditions on request. Bidders may propose their own terms and conditions; however, any final contract must incorporate the requirements below regarding Intellectual Property, liability, data protection and ethical standards:

- Background IPR
 - Each party keeps ownership of the Intellectual Property Rights it held before the contract or created independently of the assignment (“Background IPR”).
 - The supplier must grant Climate-KIC a non-exclusive, royalty-free, perpetual and transferable licence to use any supplier Background IPR needed for Climate-KIC to use, adapt or further develop the contract deliverables. This licence may be sub-licensed to Climate-KIC group companies, affiliates or project partners for the same purpose.
 - The supplier receives no rights over Climate-KIC’s Background IPR beyond what is strictly necessary to perform the services.
- Foreground IPR: All Intellectual Property Rights created in providing the services (“Foreground IPR”) will be owned by Climate-KIC. The supplier must be able to assign these rights to Climate-KIC and take reasonable steps to support this.
- Climate-KIC will ask that service providers comply with the Ethical Standards for Climate-KIC Contractual Counterparties available at <https://www.climate-kic.org/policies>
- Service providers are required to comply with Climate-KIC’s standard data protection clauses (can be provided in advance on request) and provide an indemnity for any breach;
- The liability of the service provider to Climate-KIC (and affiliates) to be uncapped in respect of breach of data protection clauses. For all other heads, liability of the service provider to Climate-KIC (and affiliates) may be capped at a reasonable multiple of fees not less than 2X. If applicable, Climate-KIC liability to service provider also be similarly capped;
- No indemnities extended by Climate-KIC to service providers.

5 Award Criteria

5.1 Evaluation across quality criteria

To ensure consistency across quality criteria evaluation, each criterion shall be scored on a scale of 0-5 using the following methodology. This score is to then be adjusted to align with the % weighting of the specific area being evaluated.

For example, if the specific criterion has a weighting of 15% and the supplier scores a 4 out of 5, the supplier will receive a weighted score of 12% for that specific criterion.

Score Awarded	Definitions	Commentary
0	An unacceptable response	No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.
1	A poor response	Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the Bidder will be able to provide the services and/or considerable reservations as to the Bidder's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.
2	A below expectation response	Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the Bidder will be able to provide the services and/or some reservations as to the Bidder's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.
3	A satisfactory response that meets expectations	Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.
4	A good response	Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.
5	A very good response	Submission sets out a robust solution (as for a 4 score – above) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to Climate-KIC; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described.

Table 3 - Quality Criteria scoring table

5.2 Evaluation Criteria

5.2.1 Expertise / Experience (30%)

Expertise and Experience as a criterion determines whether or not the proposed supplier is able to actually deliver the services. The questions to be asked and evaluated in this criterion are:

1. Relevant Experience – does the suppliers response show a history of delivering on projects like the package currently being evaluated? (20%).
2. Relevant Expertise – do the individuals proposed for the delivery of this work have the relevant qualifications required to deliver this work? (10%)

5.2.2 Capacity to Deliver (10%)

Once it has been established that the supplier has the relevant expertise and experience, the next criteria examines whether the supplier has the capacity to take on the work. This criterion is to be addressed via the following questions:

1. Current Workload – The suppliers shall provide the current list of projects being delivered by the individuals proposed for this package, this shall include the effort required for existing work as a % of their time (5%).

2. Management Measures – The supplier shall provide detail into how they manage capacity issues as well as provide any additional resources or measures they have in place in the event of capacity issues, or if there is a need for scope increases or acceleration (5%).

5.2.3 Methodology (20%)

The purpose of this criterion is to assess the suitability of the technical approach detailed by the supplier in the offer, particularly with regard to the overall scope of the contract and specifically with regard to the services therein comprised. The proposed methodology should be, therefore, fit for purpose, considering the specific characteristics of the services, the needs of the city or local authority, and risks identified in relation to the contract execution, among other aspects. Some aspects to consider for assessing the proposed methodology:

1. The specific methods and tools the supplier will use to deliver the services and attain the overall objectives of the assignment;
2. The proposed logical sequence of phases for the deliverables (e.g., intake, analysis, reporting, implementation);
3. The intellectual and professional approach to the challenges or issues indicated in the tender specifications, and more in particular, how the team proposed by the supplier will work together and how their specific expertise will be applied to the assignment;
4. How the team will identify potential project risks and what mitigation strategies they propose;
5. The internal quality controls to ensure that the deliverables provided are of a consistently high standard.

5.2.4 Price Criteria (40%)

Price will consist of 40% of the evaluation weightings. The evaluation method will ensure that the lowest price total of the Pricing Schedule achieves the maximum available marks, with other Bidders scores calculated proportionately. The scoring methodology will be applied per pricing schedule section and combined to identify the overall lowest price submission. The lowest price submission will achieve the maximum available score with the other Bidders prices scoring points inversely proportionate to the lowest.

1. Pricing evaluation will follow the universally accepted formula of (Lowest Price / Tendered Price x Price Criteria Points (40)).
2. An example of how this formula operates in practice can be found below:

Description	Formula	Tenderer		
		T1	T2	T3
Tendered Price	A	€500	€490	€510
Lowest Price	B	€490		
Calculation	$C = B/A$	0.98	1.00	0.96
Convert to Points	$D = C \times 40^*$	39.20	40.00	38.43

* The conversion to points will be based on the weighting attributed to price in the total evaluation.

Table 4 - Example scoring methodology for price lots

6 Instruction to Bidders

6.1 Responding with your proposal

Climate-KIC are requesting the following are submitted to bid on this contract:

1. **A Proposal** that sufficiently details the bidder's solution and responds to the prompts and requests contained in this RFP. The bidder is, amongst other items, also kindly asked to provide:
 - o their trading name, VAT or tax identification number (if applicable) and registered trading address (*please note, address is not required for an individual*).
 - o website links to examples of work previously performed by the bidder if applicable (e.g. portfolios, work products or other).
 - o professional references that can be reached by Climate-KIC to verify previous services delivery.
2. **A Quotation** that meets the requirements described at Section 6.2
3. **Resumes** of individuals that will be assigned to conduct the services described in this document.
4. The total submission (including attachments) must not exceed 30 pages total.

All proposals/offers must be submitted via email to bids@netzerocities.eu by the deadline indicated in this RFP.

For **any requests for clarifications or questions** related to the contents of this RFP, bidders must send an email to cesf@netzerocities.eu.

Climate-KIC reserves the right to reject RFP responses that do not confirm with these guidelines.

6.2 Quotation requirements

1. Please provide a fully itemised quotation in Euros, detailing all applicable costs related to the assignment. The quotation must specify:
 - o The supplier's VAT number, including country code, if applicable.
 - o Whether prices are inclusive or exclusive of VAT.
 - o Where VAT is applicable, the exact VAT rate (%) to be applied.
 - o Whether the reverse charge mechanism is expected to apply.

To enable Climate-KIC to assess the financial and tax implications of your bid, please also confirm the following:

If VAT will not be charged:

- o Confirm whether the reverse charge mechanism applies.
- o Provide a brief explanation of the legal basis (e.g. intra-EU B2B supply of services under Article 196 of the EU VAT Directive).

If VAT will be charged:

- o Explicitly state the VAT rate (%) that will be applied to the invoice.
- o If the supplier is established in an EU Member State other than the Netherlands, briefly explain why the reverse charge mechanism does not apply, with reference to the relevant national or EU VAT provisions.

Invoicing will be directed to the company **STICHTING CLIMATE-KIC INTERNATIONAL FOUNDATION, VAT NL860987541B01**.

Please note: The correct application of VAT and related legislation is the sole responsibility of the supplier. Climate-KIC reserves the right to request supporting documentation or legal clarification regarding VAT treatment at the contracting stage.

2. **Main Quote Table:** Suppliers must provide a **main quotation table** summarising all deliverables listed in Section 3/3.4 (Scope of Work). Each row must correspond to a deliverable and include:
- Deliverable name (as listed in Section 3.4)
 - Unit of measure (e.g. days, weeks, or months — use the most appropriate for the task)
 - Quantity
 - Unit price
 - Subtotal

Please check below "**Table 5**" which is a simple and non-exhaustive example of the main quote table.

3. **Rate Card:** Suppliers shall provide a **rate card** listing each personnel category/role that will contribute to the assignment, together with the applicable **daily rate in EUR (EUR/day)**. Rates must be **specific to each role** and **must not be blended or averaged** across personnel.

If your organisation normally operates with **hourly rates**, you must also indicate the equivalent **daily rate**, applying the following standard conversion to ensure comparability across bids:

Standard conversion: 1 working day = 8 hours.

The rate card must include all roles foreseen in the delivery of the assignment and shall use **the same role names** that appear in the **Main Quotation (Table 5)** and the **Resource Plan (Table 7)**. All rates must be **fixed for the entire contract duration** and expressed in EUR, excluding VAT (VAT treatment is covered in the previous section).

Required columns for Table 6:

- Role (use consistent naming across all tables)
- Daily rate (EUR/day)
- Hourly rate (EUR/hour) — optional
- Short description of role

Please check below "**Table 6**" which is a simple and non-exhaustive example of the rate card table.

4. **Resource Plan:** Suppliers shall also provide a **Resource Plan**, showing the allocation of human resources across the project life cycle. The plan must use a **single consistent time unit**, which for this assignment is **monthly** (i.e. time buckets in calendar months).

This plan ensures full traceability between the resources, the deliverables and the associated costs.

For each **month** (or project phase, if more relevant), the supplier shall indicate:

- The **deliverable(s)** planned for that period (as listed in Section 3.4 – Scope of Work),
 - The **role(s)** involved,
 - The **number of days** allocated to each role,
 - The **daily rate** (EUR/day) — as provided in the Rate Card (Table 6), and
 - The **calculated cost** (EUR = days × daily rate).
- The **same role names and rates** used in Table 6 must be used in this table and referenced consistently in the **Main Quotation (Table 5)**. Suppliers may also include a **summary line** at the end of the table totalling the days and cost per role, as well as overall totals per deliverable.

Required columns for Table 7:

- Month / Phase
- Deliverable ID (ref. Section 3.4)
- Role
- Days in month
- Daily rate (EUR/day)
- Cost (EUR = days × rate)

Please check below "Table 7" which is a simple and non-exhaustive example of the resource plan table.

5. For External Suppliers (Non-NZC Consortium): Travel and subsistence for this assignment are expected to be minimal and must be clearly itemised in the quotation. While no travel is currently foreseen, suppliers are required to estimate and include in their quote any potential costs related to travel or accommodation that may arise during the implementation of the assignment. This includes potential domestic and international travel. Please note that time spent travelling is not considered billable. Suppliers are encouraged to propose remote collaboration and digital engagement methods wherever possible to minimise environmental and financial impact.
6. Please submit your quote on official company letterhead or a formal company document, in English. The quote should be submitted in PDF format. The quote shall include company name, address and VAT/TAX code, contact details, date of submission, name and role of the authorized signatory.
7. The quotation should remain valid at least 90 calendar days from the submission deadline.
8. Climate-KIC encourages environmentally sustainable business practices. Within the quote, where possible, suppliers are encouraged to indicate any sustainable approaches (i.e. digital documentation, remote collaboration) that can reduce the environmental impact during the provision of services.
9. The bidder shall explicitly declare any current or past institutional, commercial, financial, or organizational relationship with the City/Municipality for which the tender is issued, including but not limited to: a) Membership or affiliation in the bidder's organization b) Any contractual, financial, or in-kind support received from or provided to the Municipality c) Involvement in previous or ongoing projects funded or coordinated by the Municipality d) Participation in governance, technical, or advisory bodies.

Table 5: Example – Main Quotation Table

Deliverable ID / Name	Unit	Quantity	Unit price (EUR)	Subtotal (EUR)
D1 – Inception Report	days	13	–	10,100
D2 – Final Report	days	20	–	15,800
Total				25,900

Table 6: Example – Rate Card (Resource-Based Quotation)

Role	Daily rate (EUR/day)	Hourly rate (EUR/hour, optional)	Short description of role
Project Manager	900	112.50	Overall coordination and liaison

Technical Expert	700	87.50	Technical lead on energy audits
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Table 7: Example - Resource Plan (Monthly Allocation)

Month / Phase	Deliverable ID	Role	Days	Daily rate (EUR/day)	Cost (EUR)
Month 1	D1	Project Manager	5	900	4,500
Month 1	D1	Technical Expert	8	700	5,600
Month 2	D2	Analyst	12	450	5,400

6.3 Terms of this RFP

1. Your proposal should be submitted according to the instructions as detailed in this section and should be valid for a period of at least ninety (90) days from the bid due date. Any proposal submitted outside the scope defined may be rejected without provision for re-submission.
2. Any further information pertaining to this RFP, of whatever nature, must be directed to the Contract Manager detailed in Section 1.1. If a point of clarification materially affects the RFP, our response will be circulated to all bidders, otherwise the response will only be sent to the bidder seeking clarification.
3. If any doubt exists concerning any element of this RFP, a clear statement should be made on the assumptions taken to arrive at your quoted costs, or alternatively contact us prior to submitting your proposal to seek clarification.
4. Entering into contractual arrangements with Climate-KIC in connection with this RFP does not guarantee work will be awarded.
5. Climate-KIC/GARAC reserves the right to reject any proposal(s) received after the submission date/time.
6. Climate-KIC/GARAC reserves the right to undertake post-bid negotiations with none, all or a shortlist of bidders.
7. Climate-KIC/GARAC, at its sole discretion, reserves the right to accept or reject any or all of the proposals received and not to award any business and shall not be bound to give reasons for any decision. Only the execution of a written agreement between a Climate-KIC entity and a supplier(s) will obligate a Climate-KIC entity in accordance with the terms and conditions contained in such agreement.
8. Climate-KIC reserves the right to procure services from alternative suppliers(s) where the successful bidder is, or becomes, uncompetitive within the market. However, issues over pricing and specification will be resolved through discussion and mutual agreement between Climate-KIC and the supplier.
9. Bidders are required to email soft copies of their proposal to the Contract Manager detailed in Section 1.1 based on the timeline at Section 0.
10. As per above and where applicable, bidders must acknowledge receipt of this RFP by return email to the Contract Manager detailed in Section 1.1 confirming whether they intend to submit a proposal by the Submission Deadline.
11. This RFP does not commit or obligate any Climate-KIC company to pay any expenses incurred by you in the preparation of your Proposal. All such expenses are solely at the risk of the bidder and by submitting a proposal you automatically agree that proposal becomes the property of Climate-KIC.
12. Proposals are to be kept as clear and concise as possible and should be sequenced and numbered in accordance with the format of this RFP.
13. The formatting of this document and the attached response document should not be altered.
14. Whilst this RFP confers no legal rights on its addressees, it is not intended that any other persons acquire rights or obligations in respect of or arising under it.

15. Unsuccessful bidders agree, by the submission of their proposals, to return to Climate-KIC this RFP and any and all papers, records, data and materials supplied to them in connection with it, including all copies made by them.
16. This RFP is for consideration in whole and not in part or parts unless otherwise indicated.
17. All efforts have been made to ensure the accuracy and validity of information contained in this RFP. However, Climate-KIC does not warrant the information accurate or comprehensive.