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Request for proposal

Salesforce Specialist

EIT Food – Making Food Innovation Happen

Knowledge & Innovation Center on Food,
part of the European Institute of Innovation and Technology (EIT)

<http://www.eitfood.eu>

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1. Overview of EIT Food

EIT Food is Europe's leading food innovation initiative, working to make the food system more sustainable, healthy and trusted.

The initiative is made up of a consortium of key industry players, startups, research centres and universities from across Europe. It is one of nine Innovation Communities established by the European Institute for Innovation & Technology (EIT), an independent EU body set up in 2008 to drive innovation and entrepreneurship across Europe.

EIT Food aims to collaborate closely with consumers to develop new knowledge and technology-based products and services that will ultimately deliver a healthier and more sustainable lifestyle for all European citizens.

For more information about our company please visit the following website: www.eitfood.eu

2. Scope of work

2.1 Purpose of the Assignment

The purpose of this Request for Proposal is to appoint a Salesforce Consultant to support the operation, administration, and continuous improvement of EIT Food's Salesforce platform.

The Consultant will be embedded within the internal technology team (3 people), reporting to the Head of Tech, and will work in close collaboration with internal business stakeholders and the external Salesforce implementation partner (Vera Solutions).

A key objective of the assignment is to strengthen internal Salesforce capability through structured collaboration and progressive knowledge transfer from the implementation partner to the internal tech team.

2.2 Scope of Services

The services to be provided under this assignment include, but are not limited to, the following areas:

a) Salesforce Platform Administration & Operations

- Day-to-day administration of the Salesforce platform
- Troubleshooting incidents and implementing timely, sustainable solutions
- Supporting Salesforce upgrades, seasonal releases, and longer-term platform initiatives
- Supporting internal teams (Operations, PMs, and others) in implementing Salesforce-based solutions to improve processes and adoption

b) Process Analysis & Continuous Improvement

- Proactive analysis and documentation of business and operational processes supported by Salesforce
- Identification of inefficiencies and opportunities for improvement
- Application of Salesforce best practices to improve efficiency and reduce manual workload

c) Data Governance & Data Quality Management

- Design and maintenance of processes ensuring correct data management in Salesforce
- Continuous assessment of data quality
- Ensuring Salesforce data is reliable, consistent, and actionable for operational and management use

d) Reporting, Dashboards & Management Insights

- Design, development, of Salesforce reports and dashboards
- Monitoring of data quality and key business metrics through reporting
- Provision of structured, visually clear dashboards to support management decision-making
- Support for recurring and ad-hoc reporting needs
- Documentation and standardisation of reporting structures

e) Collaboration with Salesforce Implementor & Knowledge Transfer

- Help with the interface with the external Salesforce implementation partner (Vera Solutions)
- Participation in technical discussions, solution reviews, and implementation follow-up
- Supporting the progressive handover of Salesforce knowledge, configurations, and operational practices to internal staff

3. Proposal Process

3.1. Participation

Participation in this proposal procedure is open to all eligible tenderers.

3.2. Submission of proposal

	Date
Publication of RFP	Monday 30/03/2026
Deadline for requesting clarification from EIT Food	Wednesday 15/04/2026
Deadline for submitting proposals	Friday 17/04/2026
Intended date of notification of award	Wednesday 22/04/2026
Intended date of contract signature	Monday 27/04/2026

Proposals must be emailed in **English** to the following address:

Contact name: for the attention of Mrs. Marija Kovacevic

E-mail: Marija.Kovacevic@eitfood.eu; raphael.debleser@eitfood.eu and support@eitfood.eu

The proposal shall contain:

- The resume of the expert, a summary of the experience and expertise aligned with the scope of work, the availability (days per week) and start date.

- **the financial offer (the price for the services) for the duration of the contract (see section 3.3)** The Financial offer shall be expressed in Euros, VAT shall be indicated separately.

Responses should be concise and clear.

3.3. Contract Duration

The contract resulting from this Request for Proposals shall be concluded for an initial duration of **eight (8) months**, starting from the effective date specified in the contract.

EIT Food reserves the **right to renew the contract** for one or more additional periods, subject to:

- satisfactory performance of the Contractor,
- continued business need, and
- availability of budget.

Any renewal shall be agreed explicitly in writing by both parties and shall not constitute an automatic or tacit right of renewal for the Contractor.

3.4. Validity of the proposals

Tenderers are bound by their proposals for 90 days after the deadline for submitting proposals or until they have been notified of non-award.

The selected winner must maintain its proposal for a further 30 days to close the contract.

Proposals not following the instructions of this Request for Proposal can be rejected by EIT Food.

3.5. Requests for additional information or clarification

If tenderers require additional information or clarifications, these should be addressed to the person indicated below. All communication between EIT Food and tenderers is only possible in writing, all requests will be done and answered by e-mail only. All questions should be sent prior to deadline for requesting clarification as specified in Section 3.1. In case of complex or high value procurements, EIT Food may arrange a clarification session of which it will inform all tenderers.

Contact name: for the attention of Mrs. Marija Kovacevic

E-mail: marija.kovacevic@eitfood.eu and support@eitfood.eu

EIT Food has no obligation to provide clarification.

3.6. Costs for preparing proposals

No costs incurred by the tenderer in preparing and submitting the proposal are reimbursable. All such costs must be borne by the tenderer.

3.7. Clarification related to the submitted proposals

After submission of the proposals, they shall be checked if they satisfy all the formal requirements set out in the proposal dossier. Where information or documentation submitted by the tenderers are or appears to be incomplete or erroneous or where specific documents are missing, EIT Food may request the tenderer concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit. All communication between EIT Food and tenderers is only possible in writing, all requests will be done and answered by e-mail only.

3.8. Negotiation about the submitted proposal

After checking the administrative compliance of the tenderers, EIT Food reserves the right to negotiate the contract terms with the tenderers. In this negotiation EIT Food may ask all tenderers to adjust the proposal or specific sections of the proposal within an appropriate time limit. In case of negotiation, EIT Food shall provide further information about the proceedings and timing.

3.9. Evaluation of Proposals

All proposals received within the deadline and meeting the formal submission requirements shall be evaluated by EIT Food in accordance with the award criteria set out below.

The evaluation shall be based on the **best value for money** principle, taking into account both **technical quality** and **financial aspects** of the proposals.

Technical Evaluation (Maximum 50 points)

Relevant Experience and Expertise (Maximum 35 points)

Assessment of the tenderer's demonstrated experience in:

- Providing Salesforce consultancy or administration services
- Supporting complex, multi-stakeholder organisations
- Operating in international, non-profit, EU-funded, or compliance-driven environments
- Similar assignments involving data governance, reporting, and platform optimisation

Understanding of the Scope (Maximum 10 points)

Assessment of:

- The tenderer's understanding of the scope of work described in Section 2
- Clarity, feasibility, and robustness of the proposed approach
- Ability to work in an embedded model within an internal tech team
- The approach to structured collaboration with an external implementation partner

Availability and start date (Maximum 5 points)

Assessment of the tenderer's ability to commence the assignment in line with EIT Food's required timeline. Preference will be given to tenderers who can ensure availability and effective onboarding from **1 May 2026** or earlier.

Financial Evaluation (Maximum 50 points)

- Tenderers shall submit a financial offer in EUR, excluding VAT
- Pricing shall be transparent and clearly structured (e.g. daily or hourly rates)

The lowest-priced offer will receive the maximum financial score

Other offers will be scored proportionally using a linear scale in relation to the lowest-priced offer

The contract shall be awarded to the tenderer whose proposal achieves the **highest total score**, subject to successful completion of any clarification or negotiation phase as described in this RFP.

EIT Food reserves the right not to award the contract if none of the proposals meets the required quality or value for money standards.

The results of the award procedure will be communicated in writing (via e-mail) to the successful and unsuccessful tenderers.

3.10. Appeals/complaints

Tenderers believing that they have been harmed by an error or irregularity during the award process may file a complaint. Appeals should be addressed to EIT Food. The tenderers have 5 calendar days to file their complaints from the dispatch of the award notification e-mail

3.11. Signature of contract

Please refer to Annex 1 for the template contract that shall apply to this procedure. Any changes desired by the tenderer in the provisions contained in the body of this Service Agreement must be communicated to EIT Food as part of the proposal of such tenderer. Any such changes will be considered as part of the evaluation of the proposal of each tenderer

Within 5 days of receipt of the contract from EIT Food, the winning tenderer shall sign and date the contract and return it to EIT Food. Upon receipt, EIT Food shall countersign and return one signed copy of the contract to the winning tenderer.

3.12. Cancellation of the proposal procedure

In the event of cancellation of the procurement procedure, EIT Food will notify tenderers of the cancellation. In no event shall EIT Food be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a proposal procedure, even if EIT Food has been advised of the possibility of damages.

3.13. Ethics clauses / Corruptive practices

EIT Food reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the Contract, EIT Food may refrain from concluding the Contract.

The supplier shall take all measures to prevent any situation where the impartial and objective implementation of the contract is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest ('conflict of interests'). The supplier should

immediately inform EIT Food if there is any change in the above circumstances at any stage during the implementation of the tasks.

3.14. Annexes

Annex I: Contract Template. The Contract Template is provided for information purposes only and might be subject to considerable modifications.

Annex II: Declaration of Honour