

CALL for OFFERS

Development and Implementation of SOLIDAR+ Learner's Badge System

1. INTRODCUTION

SOLIDAR+ is the Learning Hub of SOLIDAR; a European network of NGOs working to advance social justice in Europe and worldwide. SOLIDAR brings together over 50 member organisations based in 26 countries, of which 21 are EU countries. We work together in Social Affairs, International Cooperation, and Lifelong Learning.

SOLIDAR+ promotes an inclusive, participatory, and future-oriented education agenda. This includes advancing Global Citizenship Education, strengthening non-formal and informal learning, and supporting lifelong learning pathways that empower individuals and communities.

As part of its ongoing efforts to strengthen its learning offer, SOLIDAR+ aims to introduce a **Learner's Badge system** to recognise participation, learning achievements, and skills developed through its various activities. The system is intended to increase recognition, motivation, and visibility of learning across the SOLIDAR+ network, while supporting the validation of skills developed in non-formal learning contexts.

2. BACKGROUND

SOLIDAR+ delivers a wide range of learning activities, including trainings, workshops, courses, and peer-learning opportunities. While these activities contribute significantly to competence development and civic engagement, there is currently no unified system to recognise and validate learning outcomes across the network.

Therefore, SOLIDAR+ is seeking a **service provider** to design, develop, and support the implementation of a **Learner's Badge system** that is user-friendly, adaptable to non-formal learning contexts, and easy to manage internally.

For SOLIDAR+, a **Learner's Badge** is a digital or visual credential awarded to individuals to recognise their competence achievement or progress in a learning activity. In non-formal and online learning contexts, learner's badges can provide verifiable evidence of skills, knowledge, and competences, which can be shared on digital platforms such as CVs or social media.

The system should enable SOLIDAR+ to:

- **Recognise** and **validate** learning achievements across activities
- Issue **learner's badges** linked to specific learning outcomes
- Ensure **visibility** and **portability of badges** (e.g. CVs, LinkedIn)
- Provide a cost-effective solution for use across the network
- To design and develop a **Learner's Badge platform adapted to non-formal learning contexts**
- To support the **testing and implementation** of the platform across SOLIDAR+ activities
- Compatibility with online learning management systems (currently in development)

3. SCOPE of SERVICES

SOLIDAR+ invites providers to propose an offer with suitable approach for the **development, setup, and initial support** of the Learner's Badge, in close cooperation with the SOLIDAR+ Secretariat.

This may include:

Learner's Badge System design, setup and configuration

- Propose a suitable technical solution for a Learner's Badge.
- Configure the structure of the system, user roles, permissions and navigation structure based on SOLIDAR+'s needs.
- Set up the system in a way that allows SOLIDAR+ staff to manage it with limited technical external assistance.
- Provide training to SOLIDAR+ staff for the maintenance of the Badge System.
- Ensure the platform can be **embedded or integrated with the [SOLIDAR website](#)** and its learning management system
- Define badge structure, criteria, and possible levels or categories.
- Ensure adaptability across different types of learning activities.

Functionalities of the Learner's Badge System

The system should allow:

- User accounts, and access control permissions.
- Creation and issuance of badges linked to learning activities
- Definition of learning outcomes and criteria associated with badges
- Inclusion of basic verification elements (e.g. issuer, criteria, description), where feasible.
- Easy sharing of badges on external platforms (e.g. LinkedIn, CVs)
- **Onboarding and user guidance materials for members:** The system should include **reader-friendly guidelines to introduce the system and its purpose**, explaining:
 - how to use it
 - how to access it

This section should help **new users quickly understand how to use the system**

Support and Training

- Provide onboarding and initial support during setup
- Deliver at least one training session for SOLIDAR+ staff (5 people)
- Provide user documentation and guidance materials

Hosting, maintenance and support

Providers are invited to clearly describe:

- Their proposed **hosting approach** (if hosting is included in the service)
- Any **technical requirements** in case hosting is to be managed by SOLIDAR+
- The type of **initial support and guidance** they would provide during the setup and launch phase
- Ensure secure and stable operation during the contract period.

Providers may also indicate any optional services related to **maintenance or future development** of the system.

4. LANGUAGE OPTIONS

SOLIDAR+ expects the system to function in English only.

5. LEARNER'S BADGE SYSTEM REQUIREMENTS

The SOLIDAR+ Learner's Badge System should meet the following general requirements to ensure usability, accessibility, and long-term sustainability.

- **Accessible and user-friendly design** (easy to learn how to use) with **simple navigation and intuitive structure**
- Low technical maintenance and administration and the ability for SOLIDAR+ staff to run it **autonomously without** (preferably) **coding requirements**
- Flexibility to **expand features in the future**.
- Clear ownership or licensing terms for the configured solution, content structure and documentation delivered under the contract.

6. DELIVERABLES

The selected provider will be expected to deliver the following outputs as part of the development and setup of the system:

- They system setup and configuration: The selected provider is expected to ensure that the platform is **fully operational and ready for use by 1 September 2026**.
- Hosting setup and technical deployment, if included in the proposed solution
- Technical and user documentation for SOLIDAR+ administrators
- Initial support and troubleshooting period after launch, clearly specified in the offer.
- At least one training session for SOLIDAR+ staff managing the system.

7. PROFILE AND EXPERTISE REQUIRED

SOLIDAR+ is looking for a provider with demonstrated experience in developing Learner's Badges

and/or similar systems and supporting organisations in implementing and maintaining such systems.

- Proven experience developing **such learning** or **similar platforms/systems**
- Experience working with progressive **civil society organisations** or **international networks** (an asset)
- Ability to provide **technical documentation and training**
- Excellent communication in **English**

8. INDICATIVE TIMELINE

No.	Activities	Timeline
1.	Publication of the call for interest	17 April 2026
2.	Deadline for submission of offerx	8 May 2026
3.	Evaluation of offers	11-15 May 2026
4.	Communication of results to selected provider	17 May 2026
5.	Cooperation Agreements signed	20 May 2026
6.	Start of cooperation / Kick-off meeting with provider	21-22 May 2026 TBD with provider
7.	Regular updates and reviews with SOLIDAR staff	May – August 2026
8.	Delivery of the fully operational platform	1 September 2026

9. BUDGET AND PAYMENT TERMS

SOLIDAR+ will provide financial support of a maximum amount of EUR 2000 including 21% Belgian VAT where applicable.

The payment shall be made with the following instalments:

1. 30% of the total financial support paid after the cooperation agreement is signed.
2. 70% of the total financial support paid after the submission of the final report approved by SOLIDAR+ team.

Providers are invited to submit a financial offer including:

- System setup and configuration costs;
- Hosting costs if relevant;
- Maintenance and support costs including meetings with SOLIDAR+ staff;
- Training for maintaining the system to SOLIDAR+ staff;
- Optional costs linked to additional services (if any).

10. SUBMISSION OF OFFERS

Interested providers should their offers in English by **8 MAY 2026, 23:59 CET**, by email to Hilmi Tekoglu at Hilmi.tekoglu@solidar.org and Elisa Gambardella at elisa.gambardella@solidar.org

Submissions should include at least:

- A short description of the proposed technical solution and methodology.
- A work plan and indicative implementation approach.
- Relevant references or examples of similar work.
- Financial quotation, including any optional costs.
- Name and contact details of the lead contact person.

11. SELECTION AND AWARD

Offers will be assessed on the basis of best value for money. SOLIDAR+ may use the following indicative award criteria:

Criterion	Description	Weight
Technical quality of the proposal	Clarity, relevance, functionality, usability and suitability of the proposed solution.	40%
Experience and references	Relevant track record in comparable assignments and quality of examples provided.	25%
Implementation and support approach	Realism of the work plan, training, support and maintenance arrangements.	15%
Price	Overall financial offer and value for money.	20%