

# Call for tenders for subcontracting expertise

## ETUC/IRES/ASTREES project on “establishing worker representation and social dialogue in the platform and app economy”

This is a call for a subcontractor to provide IT support as part of the implementation of the ETUC/IRES/ASTREES project on “establishing worker representation and social dialogue in the platform and app economy”.

In order to ensure a large visibility of this call for tender, the ETUC will publish the tender specifications on its website, on 03 April 2019, and keep it online for 23 calendar days (deadline for submission of bids: 26 April 2019).

### 1. Background information on the project

This project foresees the creation of an observatory composed of representatives of trade unions, specialists on the platform economy, social engineering, representation, and social responsibility as well as of European institutions. The observatory aimed at mapping and assessing practices of worker representation and social dialogue within platforms. It also aims at elaborating new tools/arrangements of representation and dialogue with stakeholders and specifically platform workers on a European level. It also foresees the organization of collective sessions bringing together the members of the observatory and reporters of initiatives identified as leading to a voice and strengthening of representation in the context of platform economy.

This project also intends to contribute towards the setting-up of a shared space for dialogue and experimentation involving different stakeholders of the platform economy. The purpose of this project is to:

- o Reflect upon the setting-up of **collective self-regulation practices within platforms**, «charts» and «codes of good conduct» (on minimum standards, on occupational safety and health, gender equality, etc.) and raise the visibility and awareness on these practices ;
- o Reflect upon the **experimentation of new modes and practices of workers representation and social dialogue** in the context of the platform economy (for example: committee of the stakeholders);

o **Through capacity building, give visibility to and support the existing initiatives of workers' representation and social dialogue** within platforms and trade union initiatives towards platforms.

## 2. Tasks to be performed by the subcontractor

### Website

In order to facilitate the functioning of the observatory, the project foresees the setting-up of different digital tool:

- The constitution of collaborative and connected working tools aiming at facilitating the functioning of the observatory, open initially to all stakeholders in the project (observatory members, participants in the sessions), before being potentially progressively open to other stakeholders.
- a dedicated internet website including the preparation of initial content which will include (presentation of project, partners, first documents, links to relevant resources, etc.). The site will be available in English and in French. The website will contribute to the dissemination of activities and results of the project.

The subcontractor will assist the steering committee in choosing the right technology and architecture for its website. The provided solution must allow the steering committee to be fully autonomous regarding the edition of content and the organization of the website's arborescence.

Ideally, the steering committee would choose a theme and manage the insertion of content itself. The subcontractor would assist the steering committee on any technical difficulty they might encounter in this process, and recommend the relevant plugins and settings so that the website meets their needs. The subcontractor will host the website and guarantee its availability for the duration of the project, meaning 24 months from March 2019 to March 2021.

### Open source collaborative and connected tools

The subcontractor has the responsibility to identify and equip the steering committee with a suit of tools that meet the following requirements:

- A directory of profiles allowing to search people by their name, organisation, and specialisations;
- A group chat allowing organisations to talk and exchange with one another. Ideally, this group would be based on W3C recommended protocols. These protocols are developed by Sir Tim Berners-Lee, the inventor of the World Wide Web, and his teams at the World Wide Web Consortium (W3C). They are designed to decentralized monopolistic web platforms, commonly referred to as GAFAs, to enable competition on the web, opening up the market again for thousands of companies. Those standards allow applications to connect with one another, allowing the end users of different applications to talk with one another. Basing the

chat on such protocols would allow bridges to be created between the organisations and their respective members, observatory members, the participants in the sessions organised during the project.

- A document management tool allowing to share files with other participants of the project and collaboratively edit them online. Ideally this management tool would be based on a self-hosted solution;
- A content curation tool aimed at sharing hyperlinks and tagging them to share knowledge and relevant information with others;
- A shared governance tool allowing members to agree upon important decisions regarding the project. The tool should provide a history of the decisions made so that newcomers can catch up and members can easily refer to a previous agreement;
- An event sharing tool allowing members to see what is on the agenda of the project.

When deemed necessary, in agreement with both the steering committee and the subcontractor, the subcontractor will design, develop, host and maintain parts of the open source collaborative tools mentioned above and guarantee their availability for the duration of the project, meaning 24 months from March 2019 to March 2021.

Note: The Steering Committee will welcome proposals based on open source technologies and on W3C recommended protocols.

### **3. Expertise, experience and skills required**

Here is a list of useful expertises, skills and experiences the subcontractor needs to have in order to apply for this call for tenders.

#### **WEBSITE**

- References of similar websites they have developed;
- Ability to host and maintain such a website over the time of the project;

#### **OPEN SOURCE COLLABORATIVE AND CONNECTED TOOLS**

- Capacity to elaborate, design and develop tailor-made web-based solutions;
- Experience in developing web-tools in multilingual environments;

#### **GENERAL**

- First-hand experience of the platform economy;
- Experience in workers representation problematics and associated organisations
- Ability to interact in both French and English fluently;

## 4. Time schedule and reporting

### Concerning the website:

The subcontractors will be asked to assist the steering committee in choosing the website solution before **May 31st, 2019**. During the whole project duration (meaning until March 2021), the subcontractor will be available to assist the steering so as to be fully autonomous regarding the edition of content and the organization of its website's arborescence. During the whole project duration, the subcontractor will also host the website and guarantee its availability.

### Concerning the collaborative and connected tools :

The subcontractor will attend a meeting with the steering committee in May 2019, in order discuss the precise content to be included in the tools.

Based on the decisions of the steering committee, the subcontractor will be asked to produce the alpha version of their output by **July 31st, 2019**, in time to allow the formulation of recommendations by the the steering committee. The subcontractor will be asked to produce the final version, including if necessary resetting of their output by **September 30th, 2019**.

When deemed necessary, in agreement with both the steering committee and the subcontractor, the subcontractor will design, develop, host and maintain parts of the open source collaborative tools mentioned above and guarantee their availability for the duration of the project, meaning 24 months from March 2019 to March 2021.

## 5. Payment

The total maximum budget available for the fees of the subcontractor is as follows:

Contract with ETUC	
<ul style="list-style-type: none"><li>• Meeting with the ETUC staff</li><li>• Project of output</li><li>• Alfa Version</li><li>• Final version</li></ul>	
Total budget for the Expertise	€
	<b>10.000 € (VAT and all taxes included)</b>

The subcontractor(s) will be remunerated in various instalments (advance and final payment). This amount does not include the travel and subsistence costs incurred for attending meetings. These will be covered by ETUC on the basis of EU rules & thresholds.

## **6. Selection criteria**

The selection criteria are:

- Verifiable expertise, experience and skills, as required and described in part 3 of this call;
- Proven track record of ensuring the quality of output produced, both in terms of content and format (i.e. previous publications), in the relevant subjects specified in this call for tenders;
- Price not exceeding the amount stated above;
- Previous work undertaken in the concerned field of communication and development of internet-based communication tools or applications.

## **7. Form, structure and content of the tender**

Tenders must be written in English. They must be signed by the tenderer or his duly authorised representative and be perfectly legible so that there can be no doubt as to words and figures. Tenders must be clear and concise and assembled in a coherent fashion.

Since tenderers will be judged on the content of their written bids, they must make it clear that they are able to meet the requirements of the specifications.

All tenders must include at least two sections:

- i) Technical proposal

The technical proposal must provide all the information needed for the purpose of awarding the contract, including:

- Specific information covering the technical and professional capacity, as required, in particular:

- Description of relevant professional experience with emphasis on the specific fields covered by the invitation to tender;
  - Detailed curriculum vitae of key coordinator and/or possible other team members;
  - A selection of the main works performed by all the experts involved, in relation to the relevant tasks specified in this tender.
- Specific information concerning the proposed methodology for delivering the tasks listed in part 2.
- ii) Financial proposal

Prices of the financial proposal must be quoted in euros, including if the sub-contractor is based in a country which is not in the euro-area. As far as the tenderers of those countries are concerned, they cannot change the amount of the bid because of the evolution of the exchange rate. The tenderers choose the exchange rate and assume all risks or opportunities relating to the rate fluctuation.

Prices must be fixed amounts and shall not include travel expenses and daily allowances for the 15 country visits and steering meeting attendance (which will be covered by ETUC on the basis of EU rules & thresholds).

The maximum amount available for this contract is

EUR 10,000 (all taxes and VAT included)

Prices shall be fixed and not subject to revision during the performance of the contract.

## 8. Award Criteria

The contract will be awarded to the tender offering the best value for money, taking into account the specific objectives, requirements and selection criteria of the tender. The principles of transparency and equal treatment will be respected with a view to avoiding any conflicts of interest.

## 9. Content and selection of the bids

**This call for tenders will be published on the ETUC website on 03 April 2019. Offers must be sent within 23 days of the date of publication, by 26 April 2019 at the latest.** Offers must be sent to ETUC, in both formats: electronic (by e-mail to [amartin@etuc.org](mailto:amartin@etuc.org)) and as a paper copy, either delivered by hand or by registered mail or special courier service to:

**ETUC**

Thiébaut WEBER  
Confederal Secretary  
International Trade Union House  
Boulevard du Roi Albert II, 5  
B – 1210 Brussels  
BELGIUM

For bids sent by registered mail, the postmark will serve as proof of the date of dispatch.

Concerning the paper copy, to ensure confidentiality, bidders must submit their offer in a double envelope. Both envelopes must be sealed and the inside envelope shall not only bear the words "ETUC Platform workers Project – not to be opened by the Mail Department" (Appel d'offres – à ne pas ouvrir par le service du courrier). If self-adhesive envelopes are used, they must be sealed with adhesive tape crossed by the signature of the sender.

A committee will be formed comprising of 3 representatives of the ETUC Secretariat. One or more members of this committee will initial the documents, confirming the date and time of each bid. The committee members will sign the report on the bids received, which will list the admissible bids and provide reasons for rejecting bids owing to their failure to comply with the stipulations of the tendering process.

This committee will also evaluate the tenders that have been deemed admissible. An evaluation report and classification of participation requests will be drawn up, dated and signed by all the members of the evaluation committee and kept for future reference.

The contracting authorities will then make their decision.