



Brussels, 10th October 2023

Tender Specifications for subcontracting external expertise

Project Title and number:

Accelerating Sustainability in Telecoms - VS/2023/101102394

1. Background

ETNO has been awarded a grant from the European Commission to launch a project called Accelerating Sustainability in Telecoms.

2. Summary of the project

Accelerating Sustainability in Telecoms is a 2-year project organised by the European social partners in Telecom, ETNO and UNI Europa ICTS. The project aims to understand the potential of new technologies to enable the twin transition in Telecoms, their impact on skills needs and the labour market in the sector, and the role that the social partners can play to help fast track this transition.

In recent years the potential for investments in ICT and technology to reduce carbon emissions and have a positive environmental impact has received increased attention. The need for a twin transition, with both digital transformation and reforms to enhance sustainability, has been strengthened by the COVID crisis and the recent fallout from the Ukraine-Russia Conflict, and it is now commonly recognised with the Commission itself emphasizing this aspect in its latest industrial strategy¹.

For this reason, the European social partners in the Telecom sector - the European Telecommunications Network Operators' Association (**ETNO**) and the European services workers unions **UNI Europa**, have jointly decided and undertaken to contribute to the promotion of social dialogue in the telecom sector, developing European social dialogue, and building and strengthening the capacity of national social partners to support the recovery from the Covid crisis and achieve the twin transition goals of the EU Commission.

The overall aim of this social dialogue project is to provide concrete guidelines on how these technologies can be adopted, share these learnings with the largest possible number of members and affiliates, and to support the implementation of the twin transition at European and national level through structured and effective social dialogue.

¹ https://ec.europa.eu/info/system/files/com_2022_289_1_en.pdf

3. Key Project Activities

Accelerating Sustainability in Telecoms is a 24-month social partner project including the following activities:

1. A **Desktop Study** by external experts to understand the newly emerging technologies and drivers of change in the ICT sector that can enable the twin transition within the Telecoms sector. This study will generate a Research Report that will feed into the roundtable discussions.
2. **Two Virtual Round Table Discussions** to inform and train social partners on these disruptive technological innovations, how their practical applications in industry can help achieve sustainability goals and define their role in achieving sustainability within the Telecom sector.
3. Develop a set of **10 Infographics** with links to good practice examples to explain how each of the technologies can be adopted and used to achieve sustainability in Telecoms.
4. A **Third Round Table Discussion** to understand the impact of these new technologies on skills and the labour market and identify the challenges that will be faced within the sector. Package the workshop outputs into a report with draft Policy Guidelines to provide inputs into the Stakeholder Conference.
5. A **Stakeholder Conference** to build on the outcomes of the round tables/workshops, showcase good practice examples of sustainability in other sectors, explore the role of the Telecoms social partners and collective bargaining in delivering the twin transition, and how they can support sustainability at different levels (EU, national, company).
6. Create **Policy Guidelines** based on the research and discussions to provide guidance for social partners and industry stakeholders.
7. Publish a **Policy Recommendations & Guidelines Report** that summarises the key findings and recommendations from the project and provides clear guidelines to support social partners in the implementation of sustainability initiatives in Telecom.
8. Package the Infographics and Policy Recommendations & Guidelines Report into a **Sustainability in Telecom Toolkit** that can be easily disseminated to stakeholders.
9. **Dissemination of Project Outputs** and the **Toolkit** to a broad group of industry stakeholders and the wider public throughout Europe.

4. Project Schedule

	Purpose	Place	Month	Date
Meeting 1	Steering Group Meeting No.1	Virtual	2	04 Oct 2023
Activity	Desk research		3-5	November 2023 – January 2024
Meeting 2	Steering Group Meeting No.2	Brussels/TBD	4	16 November 2023
Meeting 3	Round Table Discussion No.1	Virtual	7	March 2024
Meeting 4	Steering Group Meeting No.3	Virtual	8	May 2024
Activity	Interim report		8-12	April-August 2024
Meeting 5	Round Table Discussion No.2	Virtual	13	September 2024
Meeting 6	Steering Group Meeting No.4	Virtual	14	October 2024
Meeting 7	Round Table Discussion No.3	Virtual	15	November 2024
Meeting 8	Steering Group Meeting No.5 + Final preparation of the Conference	Brussels/TBD	16-20	Dec 2024-March 2025
Meeting 9	European Conference	Brussels / Hybrid	20-21	Apr – May 2025
Meeting 10	Steering Group Meeting No.6	Virtual	22	June 2025
Activity	Joint declaration on AST – Project wrap up and Reporting to the European Commission	TBD	22- 24	June- August 2025

5. Project Team

As this is a joint social partner project, ETNO will be the lead applicant for this project supported by UNI Europa ICTS as co-applicant. ETNO staff members will be involved in the project implementation at several levels.

Moreover, a steering group will assist ETNO & UNI Europa ICTS in the implementation of the various activities of the project. The group will be composed of:

- Trade union representatives from UNI Europa ICTS affiliate organisations;
- ETNO affiliates representing European telecom operators;
- The UNI Europa ICTS project manager;
- The ETNO staff involved in the project;
- External expertise

6. Purpose of the Contract

This contract aims to engage external consultants who will play a crucial role in the research phase dedicated to identifying and documenting the optimal methods for leveraging new technologies to promote sustainability. The consultants' primary responsibilities include conducting desktop research, aggregating research outcomes, and generating content that will contribute to forthcoming roundtable/ conference discussions.

These experts will actively participate in various project activities, such as Steering Group meetings, Roundtable Discussions, and the concluding Final Conference. They will be responsible for consolidating the findings from research, roundtable deliberations, and the conference into the creation of a comprehensive guidelines and infographics.

In the execution of their duties, the researchers will collaborate closely with UNI Europa and ETNO staff, as well as the project's Steering Group. They are also expected to attend project steering group meetings and the main event, where they will present their research findings.

This contract encompasses two distinct roles for researchers:

- Senior Researcher
- Consultants/Junior Researchers with specialized expertise in sustainability within the labour market, new technologies, and Diversity & Inclusion.

7. Tasks to be performed by the contractor

7.1. Description of tasks

Tasks involved:

The tasks of the external expert are to

- Carry out a desktop research to identify best practices, that meets the scope of the project. They will have literacy in sustainability, twin transition, technology/ telecom and previous experiences with social partners and EU funded projects.

- Prepare a questionnaire based on the research results and conduct interviews in selected companies with management and employee representatives to offer a more comprehensive view of the best practices.
- Prepare and participate to the sectoral consultation (Round tables and conference).
- Present the findings at the workshops, support the facilitation, and provide notes, minutes / workshop reports
- Based on the research findings and the identified best practice, elaborate and present a Research Report, infographics and draft policy guidelines at the final conference, support the facilitation, provide a draft of the minutes, and develop the final Policy Recommendations and Guidelines Report (followed an agreed format, ensuring the information is complete, relevant and up-to-date),
- Participate in the steering group meetings and the project workshop; liaise regularly with the steering group via email and conference calls.

7.2. Guidance and indications on tasks execution and methodology

During each stage of the project, the contractor will work in close collaboration with the project steering group composed of both ETNO & UNI Europa ICTS representatives. Based on the grant agreement of the European Commission, ETNO and UNI Europa ICTS will give guidance on tasks and methodology as required.

7.3. Expertise required

The successful contractor will be required to demonstrate knowledge and expertise in the following areas:

- A sound understanding of European industrial relations and experience of working with social partners
- Good knowledge and experience of the issues, i.e. digital technology & sustainability.
- An understanding of the ICTS sector and its development and challenges in Europe, especially in the context of digitalisation, sustainability and labour market and skills development
- Experience of writing high quality reports, specifically for European projects
- A track record of other similar work
- A proven ability to present to and facilitate a social partner audience

7.4. Time schedule and reporting

According to the grant agreement of the European Commission, the timetable looks as follows: The project is scheduled to run for 24 months, between September 2022 and September 2024. We anticipate choosing the successful external expert application by the beginning of November of 2024 in order to start the research phase immediately.

7.5. Payments and standard contract

The payments for this work will be made as follows:

- 30% upon signing the contract.
- 30% upon the end of desktop research phase.
- 20% upon the end of consultation phase.
- 20% upon the end of dissemination phase.

Price

The maximum price will be 50 000€* for this work, in the proposal bid entailing funding for the commission of a Senior researcher and Consultant/junior research, details outlined below. The below price includes the daily cost and number of days that each researcher will work on the project, however applicants are free to suggest an alternative allocation, whilst keeping within the 50000 Euros budget, if they so wish.

*Please note that any VAT exempt part of this supply is so treated under Article 135 2006/112/EC. This supply may be subject to reverse charge under Article 196 2006/112/EC.

Desktop research phase:

- Identify, collect and select good practice examples of the use of new technologies to achieve sustainability and collective bargaining on sustainability.
- Help the steering group to define the implementation of good practice examples.
- Develop and publish the Research Report on the emerging technologies and their potential application in the Telecoms sector.

Senior Researcher + Consultants = 10.000€

Consultation phase

- Help prepare the Round table on Disruptive technological innovations (part 1)
- Participate to the RT no. 1 on Disruptive technological innovations to provide a generic deep dive and capacity building for social partners.
- Developing the respective content for the Infographics.
- Help draft the report & final recommendation to promote Disruptive technological innovations and capacity building for social partners (part 1).

- Help prepare the Round table on Disruptive technological innovations (part 2)
- Participate to the RT no. 2 on Disruptive technological innovations to provide a generic deep dive and capacity building for social partners.
- Developing the respective content for the Infographics.
- Help draft the report & final recommendation to promote Disruptive technological innovations and capacity building for social partners (part 2).

- Help prepare the Round table on the Horizon scanning to determine the impact on the labour market & skills in the sector and identify the potential for social partners to address the the twin transition in collective bargaining.
- Participate to the RT no. 3 on the impact of new disruptive technologies on the labour market & skills in the sector and identify the potential for social partners to address the twin transition in collective bargaining.
- Developing the respective content for the Infographics.
- Help draft the report & final recommendation to better understand the impact of new disruptive technologies on the labour market & skills in the sector and how to support the social partners to achieve the twin transition through social dialogue and collective bargaining.

Senior Researcher + Consultants = 30.000 €

Dissemination phase

Develop a brochure to communicate the combined results of the desktop research & the consultation to the ICT sector and beyond:

Senior Researcher + Consultants = 10.000 €

Note:

- By submitting an application for this position, all applicants acknowledge and agree that, if selected, their contract will be subject to the terms and conditions outlined in the EU grant agreement under which the project operates.
- Travel and accommodation costs will be covered by means of the project's budget by ETNO, according to the European Commission's reimbursement rules (economy class for air travel, first class for train travel, taxi costs are not reimbursed).

8. Selection criteria

The work will be awarded to the contractor that best meets the following criteria:

- Their expertise knowledge and experience in the areas mentioned under point 7.3
- Their record of producing similar guidelines
- Their track record demonstrating experience of supporting similar projects

9. Award criteria

The contract will be awarded to the tenderer whose offer represents the highest quality and best value for money - taking into account the following criteria:

- Proposed methodology
- Evidence of experience in working in similar projects
- Report writing and presentation
- Best coverage of EU countries (experience, languages etc.)

10. Presentation of the bids

Interested parties must submit their proposals to the ETNO / AST Project Manager (address below) via email to Ms. Fabiana Iovino (iovino@ETNO.EU). An email confirmation will be sent to all applicants.

The tender representing best value for money will be selected. If there are two or more selected, then invitations to attend a selection panel will be sent to the appropriate tenderers. The invited tenderers will then be expected to meet with the project coordinators for further discussions. Interested parties should send their tender as soon as possible, but no later than 16:00 on 11th of November 2023.

The final decision will be provided no later than 28th of November 2023.