

**Call for Tender for subcontracting external expertise  
UNI Europa EU-funded project “Fair Working Time Matters”**

**(FATIMA – project number 101143289)**

## **1. Purpose**

UNI Europa is seeking external experts for three different workstreams of the new project “Fair Working Time Matters (FATIMA)”:

- Firstly, we want to commission a research study to identify and analyse specific working time models in four sectors: Commerce, Property Services, Care and ICT & related services.
- Secondly, we need an expert to professionally facilitate four sectoral workshops for our affiliates during which we present the research findings, exchange best practices and train participants.
- Thirdly, we are looking for an expert that will elaborate policy recommendations on fair working time that will be presented at the project final conference and that will support UNI Europa affiliates across different sectors to define their strategy and priorities for collective bargaining and social dialogue.

The External Experts will also be members of the project Steering Group and will carry out their work under the supervision of project coordinator UNI Europa, and in dialogue with all the project Steering Group members.

It is possible to submit proposals to one or to several workstreams of the project.

## **2. Background**

The project “Fair Working Time Matters” (FATIMA) is organised jointly by UNI Europa’s ICTS, Property services, Care and Commerce sectors. The project will contribute to the ongoing debate on working time by establishing basic principles and a common understanding of what fair working time models should look like, how they can address the deterioration of working conditions and reduce the possible negative impact of the twin transition on workers.

The discussion on working time reduction to improve work-life balance, and on the difficulty to earn a living wage in atypical forms of employment, shows the challenges of work organization and raises concerns around the quality of work nowadays. The project intends to voice the concerns of workers in this debate, to provide trade unions with the necessary insights and training on this topic and to build capacity for future collective bargaining and social dialogue. It will explore how fair work organization can be ensured allowing workers to improve their mental health and work-life balance, whilst providing a decent wage and helping more people into jobs.

Focusing on four sectors – Property Services, Care, Commerce and ICT & related services - UNI Europa will commission research to identify both underlying risks for workers and good practice examples of working time models.

The research outcomes will be presented in workshops providing an opportunity to UNI Europa affiliates from the four sectors to feed back on the findings and to give input for the elaboration of policy recommendations on fair working time.

The recommendations, that will be launched during the project final conference, will explain how different work organization models can be beneficial for employees while contributing to the aims of the twin transition.

They should provide a basis for a future-proof definition of fair working time and will be disseminated across the UNI Europa network and among relevant industry stakeholders, thus feeding into the activities of trade unions at global, EU and national level.

### 3. General project time schedule

Month	Task	Expert
Month 1 (March 2024)	Project start	
Months 4-9 (June-November 2024)	Desk research	Research expert
Month 7 (September 2024)	Participating and presenting in steering group meeting n.3	Research expert
Month 9 (November 2024)	Participating and presenting in steering group meeting n.4, preparations for workshops	All experts
Month 11 (January 2025) to month 17 (July 2025)	Participation, facilitating and presentation of research in four sector workshops	All experts
Months 18-21 (August-November 2025)	Drafting of policy recommendations	Policy expert
Month 19 (September 2025)	Participating and presenting of policy recommendations in steering group meeting n.5	Policy expert
Month 21 (November 2025)	Participation, presenting and facilitating at project conference	Facilitation expert, Policy expert

## 4. Workstreams

### 4.1. Workstream 1: Research on working time

The external research expert will identify working time models already in place at sectoral and national level in the sectors concerned (ICT & related services, Care, Property Services and Commerce) and evaluate them based on a set of criteria developed in cooperation with the project steering group. The research should then assess the selected working time models using these criteria and provide an initial reflection on what would constitute fair working time.

The research should in particular focus on how they impact the working conditions, work-life balance and the physical and mental wellbeing of workers. This relates to aspects such as health and safety, human dignity, equal opportunities, and digital rights. Moreover, the research should identify both underlying risks for workers and, if possible, good practice examples. This could include analysis of new relevant legislation at EU-level and in the EU-Member States regarding working time and the evaluation of benefits/disadvantages for workers.

The researcher should organize interviews with targeted UNI Europa affiliates to identify a specific focus for each sector that the research should explore (e.g., daytime work, working time reduction models). He/she should explore how fair work organization can be ensured allowing workers to improve their mental health and work-life balance, whilst providing a decent wage and helping more people into jobs.

The researcher should explore how different work organization models can be beneficial for employees and elaborate a definition of fair working time. She/he will also be expected to write a research report and to present the findings during the sectoral workshops.

#### 4.1.1 Task description

The research activity will have the following objectives:

- Initial desk research leading to a proposal for approach and evaluation criteria;
- In cooperation with the steering group, discuss and finalize criteria that allow for a comparison of selected working time models, with the aim of providing a basis for the definition of fair working time;
- Expert interviews with selected UNI Europa affiliates: explore the key issues for each of the four sectors to limit the scope of the research and to focus on relevant information;
- Desk research: Collect information on what currently exists in terms of working time models in the European Property Services, Commerce, Care, and ICT & related services sectors, in line with the key topics identified for each sector. Gather information on solutions, best practices, and activities already in place at sectoral and national level. Identify the sectoral stakeholders who are relevant and can contribute to the project's activities and objectives;
- Prepare the draft structure of the report and discuss with the Steering group;
- Prepare a presentation for the Steering group;

- Prepare the draft report and implement feedback of at least two review rounds;
- Prepare the final research report collating research findings and outcomes: digital publication, in English only, about 40 pages and an executive summary (4 pages);
- Present findings at the four sector workshops.
- Attend the relevant project Steering group meetings (online attendance can be an option).

#### **4.1.2 Payments and standard contract**

The payments for this work will be made as follows:

- 30% upon signing the contract (month 4 – June 2024);
- 40% following the mid-term evaluation of the project (month 12 – February 2025);
- 30% upon presentation of the final version of the report and the final conference (month 21 – November 2025).

#### **4.1.3 Price**

The maximum price for this workstream will be **50.000 EUR**, VAT included.

The expert is expected to organise all project related travel and accommodation themselves and to cover the costs through this budget.

#### **4.1.4 Selection and award criteria**

The contract will be awarded to the Tenderer whose offer represents the best value for money – taking into account the following criteria:

Selection criteria:

- Excellent English speaking and writing skills

Award criteria:

- Quality and relevance of the proposed methodological approach in terms of (1) literature collection, (2) analysis and (3) result presentation;
- Expertise, knowledge and experience in the areas of research;
- Experience in working with trade unions;
- Record of producing similar reports;
- Record demonstrating experience of supporting similar projects.

## 4.2. Workstream 2: Workshops and conference facilitation

UNI Europa will contract an external facilitator to support the design and facilitation of the four sectoral workshops and the final conference.

Engaging an experienced facilitator will help UNI Europa to better conceive the thematic workshops using the appropriate tools and a participatory methodology to run the meetings and focus on meaningful and quality-oriented discussions. The External Expert should encourage the exchange of good practice, learning and training among participants.

### 4.2.1. Task description

The facilitation expert is expected to:

- Support the steering group and project secretariat in the preparation and organisation of the four sector workshops (agenda, speakers, follow-up, debriefs);
- Coordinate with the steering group and the other experts (online attendance at steering group meetings can be an option);
- Identify and liaise with speakers and prepare workshop agendas, including presentation of research findings by the external researcher and harvesting for the further elaboration of policy recommendations by the policy expert;
- Prepare and facilitate the four sector workshops and the final conference with the aim of providing a networking and capacity building platform. Both the workshops and the conference will be one-day events and take place in-presence. The workshops will be organised for a group of about 25-30 people and will take place in different European cities. The conference will be held in Brussels for about 90 participants.

The project workshop participants will be trade union officials and shop stewards from national/sectoral trade union organisations affiliated to UNI Europa in four sectors: Commerce, Property Services, ICTS and Care.

### 4.2.2. Payments and standard contract

The payments for this work will be made as follows:

- 30% upon signing the contract (month 4 – June 2024);
- 40% following the mid-term evaluation of the project (month 12 – February 2025);
- 30% upon the end of the final conference (month 21 – November 2025).

### 4.2.3. Price

The maximum price for this workstream will be **17.000 EUR**, VAT included.

The expert is expected to organise all project related travel and accommodation themselves and to cover the costs through this budget.

#### 4.2.4. Selection and award criteria

The contract will be awarded to the Tenderer whose offer represents the best value for money – taking into account the following criteria:

Selection criteria:

- Excellent English speaking and writing skills

Award criteria:

- Expertise, knowledge and experience in the topic;
- Experience in working with trade unions;
- Record of facilitating similar workshops and conferences;
- Record demonstrating experience of supporting similar projects.
- Proposed methodology for facilitation and moderation;
- Demonstrated ability to think creatively & ability to reduce complexity of research for communication to a wider audience.

### 4.3 Workstream 3: Elaboration of policy recommendations

Another external expert is needed to support the steering group in the drafting process for the policy recommendations on fair working time. She/he should attend the thematic workshops to gain an understanding of the various challenges and demands of workers regarding working time models in the respective sectors.

Based on the research findings and the outcomes of the workshops, the expert should then closely cooperate with the steering group to elaborate the policy recommendations on fair working time for UNI Europa affiliates and present them at the final conference.

#### 4.3.1 Task description

The external expert is expected to:

- Attend relevant steering group meetings (online attendance can be an option);
- Attend the four workshops (for details see workstream 2)
- Draft policy recommendations based on the research findings and the outcomes of the four project workshops: about 15 pages in English (digital format), with professional layout and graphics and to be translated into 8 languages;
- Prepare a presentation and attend the final conference in Brussels.

#### 4.3.2 Payments and standard contract

The payments for this work will be made as follows:

- 30% upon signing the contract (month 4 – June 2024);
- 40% following the mid-term evaluation of the project (month 12 – February 2025);
- 30% upon presentation of the final version of the policy recommendations and the final conference (month 21 – November 2025).

#### 4.3.3. Price

The maximum price for this workstream will be **15.000 EUR**, VAT included.

The expert is expected to organise all project related travel and accommodation themselves and to cover the costs through this budget.

#### 4.3.4 Selection and award criteria

The contract will be awarded to the Tenderer whose offer represents the best value for money – taking into account the following criteria:

Selection criteria:

- Excellent English speaking and writing skills

Award criteria:

- Expertise, knowledge and experience in the topic;
- Experience in working with trade unions;
- Record of producing similar documents;
- Record demonstrating experience of supporting similar projects;
- Proposed methodology;
- Evidence of experience in working in similar projects.

### 5. Procedure and presentation of the bids (for all workstreams)

It is possible to submit proposals to one or to several workstreams of the project.

Interested parties must submit their proposals, no later than **Thursday 9 May 2024** to:

Sébastien Lecléf  
UNI Europa EU  
Projects Coordinator  
[sebastien.leclef@uniglobalunion.org](mailto:sebastien.leclef@uniglobalunion.org)

The selection process will be completed by the end of May 2024.