



<b>Location:</b> Brussels, Belgium	<b>Publication Date:</b> 1 <sup>st</sup> June 2009 <b>Reply deadline:</b> 1 <sup>st</sup> July 2009
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<b>Object : Call for review expert in CSR for quality and improvement process on HERMES-OSR module 2</b>	

## CALL FOR OFFERS

### Call for review expert in CSR for quality and improvement process on HERMES-OSR module 2

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## 1 Context and definitions:

The HERMES-R project is a European project supported by the European Commission in the framework of the Leonardo da Vinci programme (n°LLP-LdV-TOI-2007 -FR-038). HERMES-R project started on the 1<sup>st</sup> November 2007 and will end on the 31<sup>st</sup> October 2009 as a contracted project supported by the Leonardo programme. Beyond that date, the HERMES-R project will pursue its activities under the umbrella of the ESCEM coordinator jointly with the MAC-Team aisbl (International non-profit Association) for valorisation and infrastructure services plus the support of the HERMES-R partners.

### 1.1 Definitions

#### 1.1.a Contractor for the present call for offers is:

MAC-Team aisbl

11, rue Charles Meert

B-1030 Bruxelles

Contact Person: Yves Boisselier T: +32 485 800 009 F: +32 2242 8107 [yb@mac-team.com](mailto:yb@mac-team.com)

#### 1.1.b Administrative contact person for the present call for offers is:

MAC-Team aisbl

11, rue Charles Meert

B-1030 Bruxelles

Contact Person: Yves Boisselier T: +32 485 800 009 F: +32 2242 8107 [yb@mac-team.com](mailto:yb@mac-team.com)

#### 1.1.c Technical and Pedagogical contact person for the present call for offers is:

ESCEM

1, rue Léo Delibes, BP 0535

F-37205 Tours Cedex

T : +33 2 4771 7042

Contact Person: François SILVA [fsilva@escem.fr](mailto:fsilva@escem.fr) or Fabrice Mauléon [fmauleon@escem.fr](mailto:fmauleon@escem.fr)

#### 1.1.d Supplier:

The supplier is the organisation who will be in charge of delivering the total process and products. Even if the Supplier is working with sub-contractors, the HERMES-R project wants one contact point only for the present call who will also be the contracting part responsible for the delivery, quality and invoicing.

In the present offer, the organisations contacted for the present call are also called "Supplier".

### 1.2 Call principles

#### 1.2.a Choice process:

For equivalent proposals in terms of quality and services, the lowest price will be chosen.

Speed and quality will also be taken into consideration when it supports the dissemination impact of HERMES-R and Leonardo results in a cost effective way.

#### 1.2.b Information:

All questions and information requests from the Supplier on the call procedures and contractual matters have to be made to the Administrative contact person; and on the expertise content to the Technical and Pedagogical contact person as referred above;

Once the offers received, the Contractor may ask a Supplier for more information, details or samples of previous works achieved for other clients or samples of materials.

In case of a question of one Supplier rises an important complementary point of information, that information may be also send to other bidding Suppliers, but extra information will not be disseminated on a systematic basis to all Suppliers when it should be considered as minor impact or usual question to be put by professional software/web services companies.

#### 1.2.c Language

The answer to the present call can be made in one of the following languages: English or French.

#### 1.2.d Public website: [www.hermes-osr.eu](http://www.hermes-osr.eu)

General information on the Hermes-OSR project can be found on [www.hermes-osr.eu](http://www.hermes-osr.eu).

## 2 Content of the Call

### 2.1 Administrative process

- One global contract will be signed by the Contractor and by the Supplier.
- All technical points will be discussed between the Contractor and the Supplier with the support of the contact persons.
- When needed, meetings (by phone or by web or face-to-face) will enable the definition and the validation of the developments achieved or to be undertaken. The present specification only provides generic information of what exists and what is to be developed / amended.
- Invoicing by the Supplier will be made at the end of the global process independently to the pace of developments and meetings. The invoice should be made to the Contractor.

- The offer and invoice should clearly present each cost component using the units indicated in the present call for offer.

## **2.2 Required expertise – object of the tender**

### **2.2.a Hermes-osr training modules**

Hermes-R project aims at developing and testing 4 training modules on CSR for Human Resources in subcontracting SMEs

- Module 1: Awareness: 2h- ½d – Managers, Decision Makers
- Module 2: Inception: 1-3d – Managers, Core teams, staff
- Module 3: Operation: 1w-3m – Operators, Personalised Learning Path (to Organisation's needs)
- Module 4: Executive MBA: 6m – OSR responsible + strategy

The training modules are designed for a training of trainers approach (Modularity + Flexibility + Adaptability) with pool system of: slides + Pedagogical guidelines + cases + collaborative tools.

### **2.3 Service to be delivered**

Draft modules have been prepared but due to lack of resources within the partnership and for "bird eye view" in a quality approach aspect, the Hermes-R partnership contrite resources to achieve more complex modules (Module 3 and Module 4). Module 1 has already been produced as a final draft. Therefore the lack of resources appears on the Module 2 for which there is a need to revise existing components and to propose missing points to be covered in Module 2.

The results can be provided directly via the furniture of missing slides to be included into the Module 2 later on by the partnership or via a list of key amendments to the Module 2. These results (slides, pedagogical notes, cases, ...) should be provided free of use to the Hermes-R project by the Supplier (indication of contribution could be added to the training materials for the corresponding part upon request).

It is a review service with amendments expertise which is requested based on existing materials and based on the Hermes-R project context. Therefore, the budget for a maximum of 5 working days has been planned.

## **3 Dates and delivery of the offer and services**

Initial publication date of this call for offers is 1<sup>st</sup> June 2009.

The dead-line for submitting the offer by the Supplier is the 1<sup>st</sup> July 2009.

All work and developments should be achieved and delivered by the Supplier at the latest for the 15<sup>th</sup> August 2009 and if possible within a fortnight after the signature of the contract.

Decision is planned to be taken by the partnership at its general meeting in Craïova, Romania (6-8 July 2009). There is no need for the Supplier to be present at that meeting.

It would be good if the Supplier could be ready to work on these objectives within two days after the decision meeting of Craïova (time to set-up administrative matters).

As we may need to ask a contractual amendment at the French Leonardo Agency (managing the Hermes-R European contract with the partnership, via ESCM which is the contractual partner for the Hermes-R project with Leonardo Programme), the Supplier may be requested to finally adapt to the contractual framework of the project at the invoicing time: at present the holder of the corresponding budget is the Romanian partner, but the Hermes-R project will look with the French Leonardo Agency to change the holder of that budget to the Belgian partner due to easiest internal resources to handle call for tenders and administrative procedures at European level.

## **4 Project development**

If needed, meetings and working session will take place at the Contractor's or Contact person's place in most of cases (this point is left to the decision of the Contractor for each meeting/working session). The Contact person can provide web conferencing tools when needed, but the other meeting costs are left to the charge of: the traveller (when the Contractor/Contact person and the Supplier have face-to-face meeting) or to the Supplier when a phone conference or contact is needed.

A synthesis table is provided here after to help Suppliers in their presentation and facilitate comparison between offers.

At the time of signing the agreement related to the present tender, because we should have a better idea of global volumes, the Contractor may also include a ceiling to the global cost of the work to be achieved after agreement with the Supplier.

## 5 Synthesis submission table

Call for review expert in CSR for quality and improvement process on HERMES-OSR module 2								
Supplier details:	Cost in Euro without VAT (please indicate VAT rate)							
	Estimated quantities				Unit costs		Other costs (to be detailed)	Totals In €
	No of meetings	Days Project Manager	Days of Expert	Planned	Daily costs in €			
Delivery date				Project Manager	Developer			
Description								
<b>Module 2 Review</b>								
Analysis								
Contribution/expertise								
Slide / media design								
Pedagogical guidelines								
Case studies								
Other (to be specified)								
<b>Total</b>								
<b>Rates in case of extra days</b>								
Project Manager								
Expert								
Graphical/content design								
Other (to be specified)								
Comments (duration, financial conditions, ...)								

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