

Call for Tender for subcontracting external expertise

UNI Europa EU-funded project

“MMAI - Monitoring and managing – the use of AI in retail”

Project number: VS/2023/101101583

1 Purpose

UNI Europa is seeking external expert(s) for drafting an "**Handbook on AI**" for trade unions and workers representatives in the commerce sector.

The Handbook will support capacity building and reinforce the ability of trade unions to understand and negotiate on the use and impacts of Artificial Intelligence at the workplace. The Handbook will include definitions and examples of AI tools used in the commerce sector. It will identify possible negative and positive impacts on working conditions.

In addition, it will provide examples and some recommendations on the role that trade unions and workers representatives can play through information, consultation and negotiation rights.

The Handbook, to be later translated by UNI Europa into 4 languages besides English, will be used during the project to run training addressed to UNI Europa commerce affiliates. After the end of the project, the Handbook - available in electronic format - might be used by UNI Europa commerce affiliates to further train their members at national and company level.

The selected expert(s) will report back to the project Steering Group and will carry out work under the supervision of project coordinator UNI Europa, and in dialogue with all the project Steering Group members.

This call will be open from Monday 9 September 2024 for four weeks. The deadline for submission of bids is on Monday 7 October 2024 at noon.

Date of publication: 09-09-2024

Submission of bids: 07-10-2024 (12:00 CET)

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2 Context

2.1 Project context

UNI Europa Commerce is running the two-year EU funded project “MMAI - Monitoring and managing – the use of AI in retail” (project number: 101101583), which started in August 2023. The overall objective of this project is to identify how unions, workers representatives and health & safety representatives in the commerce sector and all the sub-sectors can respond to the accelerating use of AI, raise their awareness and provide both training and practical tools to grow their representativeness and strengthen social dialogue and collective bargaining, to negotiate agreements at all social partner levels.

AI applications currently being implemented in commerce workplaces are used to direct employees, evaluate employees, discipline employees, conduct work management and for pre-hiring and recruitment. The commerce sector is one of the main job providers in EU.

During the first year of the project, UNI Europa drafted an overview report – including the results of an online survey with UNI Europa commerce affiliates and an in house desk research – to identify key issues and challenges related to the use of AI in the commerce sector and the role Unions are playing in order to reduce any negative impact AI can have on working conditions.

Based on the overview report, a series of online workshops were conducted with UNI Europa commerce affiliates who are part of the project Steering group.

The Handbook to be commissioned through this call for tender will be used by UNI Europa to deliver in presence training for its commerce affiliates during the second year of the project, as well as after the end of the project. The Handbook will be made publicly available on UNI Europa website.

2.2 UNI Europa

UNI Europa is a European trade union federation based in Brussels, which represents 270 trade unions with more than 7 million members throughout Europe. UNI Europa’s strategy is to build power for working people through strong unions and collective bargaining. We work towards a social Europe with quality jobs and fair working conditions for everyone. We promote and advocate workers and trade union interests towards EU institutions and multinational companies. UNI Europa is part of UNI Global Union.

This project is run by UNI Europa commerce, which is the voice of national trade unions representing workers in the commerce sector across Europe.

3 Handbook on AI

3.1 Purpose and contents

The “Handbook on AI” is addressed to trade unions and workers representatives in the commerce sector (including its different sub sectors) in Europe. Through the Handbook, they should be able to answer to the following key questions:

- **What is AI?** The Handbook will help them understand how AI works and how it can be used at the workplace, with a sector specific examples
- **Why is AI relevant?** The Handbook will make them aware of what kind of impact AI use can have on work organization as well as on working conditions, including health and safety
- **How can we have an impact?** The Handbook will provide recommendations and examples of the role and actions trade unions and worker representatives can play through information, consultation and negotiation rights referred to AI

The Handbook contents and language should be accessible to a public with no specific expertise on AI. The Handbook should be 40 pages long, in English and in electronic format.

The Handbook will be used during the project as main material for a series of in-presence training activities – run by UNI Europa commerce - addressed to trade unions and workers representatives coming from the Organizations that are part of the project Steering group.

UNI Europa will later care of professional editing and translation of the Handbook to the languages spoken by the Steering group member Organizations: French, Hungarian, Spanish and Swedish.

The Handbook will be made available publicly on UNI Europa website and circulated through UNI Europa commerce affiliates and beyond.

3.2 Task description and timing

The **final version of the Handbook**, should be submitted by the expert(s) **within 3 months** after the signature of the contract.

During the 3 months, the expert(s) will coordinate with UNI Europa commerce coordinator, who will report and consult with the members of the project Steering group.

If required, the expert(s) will meet online the Steering group to inform about the progress in the drafting of the Handbook and collect feedback.

3.3 Payments and standard contract

The payments for this work will be made as follows:

- 30% upon signing the contract;

- 70% upon submission of the final version of the Handbook.

3.4 Price

The maximum price for this workstream will be **45,000 EUR, VAT included**.

3.5 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 approach in terms of (1) structure of the Handbook, (2) language and style, (3) contents presentation;
- Expertise, knowledge and experience in the areas of Handbook;
- Experience in working with trade unions;
- Record of producing similar Handbooks;
- Record demonstrating experience of supporting similar projects.

4 Procedure and presentation of the bids

Interested parties must submit their proposals no later than **Monday 07 October 2024 (12:00 CET)** to: Iliaria Costantini, UNI Europa Commerce project coordinator

ilaria.costantini@uniglobalunion.org

The selection process will be completed by Monday 14 October 2024.