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Tender announcement

Sukarrieta, february 15th 2023

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1. OBJECT

The AZTI Foundation announces the opening of a public tendering procedure **for the subcontracting of a platform for measuring engagement, people/team satisfaction and AZTI leadership models.**

2. LENGTH OF SERVICE

The service will be provided **from the date of signature of the contract until 31st December 2023.**

3. ECONOMIC TENDER

The maximum economic offer that will be accepted for this tender is **six thousand euros (6.000,00 euros)**, taxes not included.

Invoicing will take place at the conclusion of the service, and the invoice will be paid within 60 days of the date of issue.

4. ASSESSMENT CRITERIA FOR PROPOSALS

The proposals received will be assessed on the basis of the following criteria:

Economic offer	50%
Technical adjustment	25%
Improvements	20%
CSR policies	5%



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5. PRESENTATION OF THE PROPOSALS

Bidders may submit their proposals to the attention of Tania Gonzalez at the e-mail address tgonzalez@azti.es and at any of the AZTI centres, from the time of publication of this announcement on the AZTI Foundation website, **until 12 noon on 23th february 2023**.

Proposals can be submitted in Spanish, English or Basque.

Tenderers may contact the following address for further **technical information**:

AZTI

Estibaliz Arango

Tel. 34 664708807

Mail: earango@azti.es

6. AWARD

Once the offers have been received on the date indicated for their presentation, within 15 working days, the result of the tender will be published on the AZTI Foundation website.

7. CONDITIONS DE RECRUTEMENT

- The selected entity, during the time that the service relationship with AZTI lasts, must comply with the regulations in force on labour matters, Social Security and Health and Safety at Work, being subject, if applicable, to carry out the coordination of business activities in accordance with RD 171/2004 according to the procedure and specifications established (available at <https://www.azti.es/en/recruitment-rules/>)
- In any case, and independently of any other documentation, the selected entity must present, before the formalization of the contract, a certificate that proves that it is up to date with the fulfillment of its tax and social security obligations.
- The selected entity must present the necessary documentation to formalize the contract within a period not exceeding 20 days from the award. Or the



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documentation, the selected entity must follow the Internal Contracting Regulations published at www.azti.es

- In addition to the technical and administrative conditions, AZTI will positively evaluate those suppliers who demonstrate that they maintain policies on Quality, Health and Safety, the Environment, Sustainable Mobility, as well as Corporate Social Responsibility.

The supplier shall include in its proposal those documents or records that allow verification of these policies (quality and environmental certificates, documentation relating to actions in matters of social responsibility, etc.)

8. GENERAL DATA PROTECTION REGULATION

Person in charge: Identity: FUNDACION AZTI - AZTI FUNDAZIOA - CIF: G48939508 Postal address: TXATXARRAMENDI UGARTEA Z/G SUKARRIETA (BIZKAIA) Telephone: 946574000 e-mail: lop@azti.es.

“From FUNDACIÓN AZTI we treat the information you provide us with the purpose of placing your order and billing for services and maintaining commercial relations. The legal basis for the processing of your personal data is our legitimate interest in maintaining commercial relations and carrying out the provision of services, being strictly necessary for this purpose. The data provided will be kept as long as the commercial relationship is maintained or for the years necessary to comply with legal obligations and, once the relationship has been resolved, to the extent that liabilities may arise. The data will not be transferred to third parties except in cases where there is a legal obligation, as well as to those providers of technical and computer services and auditing. Under no circumstances will we carry out international transfers of your personal data. You have the right to obtain confirmation as to whether or not FUNDACION AZTI - AZTI FUNDAZIOA is processing your personal data. Therefore, you have the right to access your personal data, rectify inaccurate data or request its deletion when the data is no longer necessary, as well as to exercise your right to oppose, limit or transfer your data, under the terms provided for in the applicable data protection regulations, by writing to the above-mentioned address. You may also lodge a complaint with the competent supervisory authority”.



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9. TECHNICAL REQUIREMENTS

A platform that allows the well-being of AZTI's people to be measured and improved in a simple and agile way.

The aim is to create a system that empowers work teams and gives people a voice to improve their well-being. The aim is to detect the aspects that motivate work teams, in order to subsequently design actions that raise the level of commitment and well-being at work.

The aim is to take advantage of the benefits of technology to constantly measure the experience of the teams, while at the same time generating a close contact to investigate the needs and concerns, getting involved as much as possible in the process. To this end, the HR Agile methodology will be used, which consists of a constant measurement through daily questions during a determined period of time. These questions will have a quantitative information section and, on the other hand, open comments and suggestions. The information gathered will reveal the best and worst scored aspects of each team, so that each leader can make decisions on the actions to be implemented in their work team.

The objective of the application of this methodology is to promote the autonomy of the teams, so that they can independently apply actions that adapt to their real day-to-day needs.

This process will be complemented with the measurement of the AZTI Leadership Model, a 360° evaluation of leaders that will provide information on how AZTI leaders are viewed by their teams, by other leaders and by management.

Being able to carry out both processes will provide a great deal of information about the leadership and management of the teams at AZTI, which will be very useful to be able to take actions and implement them in each of the teams.

The tool will have a main dashboard or summary panel that will be seen by the working teams with the main metrics. The metrics that will be used during the project will be the following:

- Employee Journey Map: Indicator that measures the whole experience that a person lives within the company. This indicator should be made up of questions that inquire into aspects such as:
 - Work team.
 - Health and well-being.
 - Engagement.



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- Work-life balance.
 - i. Productivity.
 - ii. Organisational management.

- eNPS: Indicator to measure people's loyalty.
- HR Effort: Indicator to measure people's perception of the effort being made by the company and, in particular, by the People department to improve the internal experience.
- Mood map: Indicator that measures the mood of the company's people.
- Measurement of the AZTI Leadership Model. Measurement of the competency and leadership style of AZTI's reference people ("hierarchical" leaders, natural leaders with traction capacity) towards the current and future needs of the work teams, customers and people. The leadership model defined in AZTI will be taken as a reference.
- Results and conclusions on a platform with a specific cloud space for the organisation and visualisation of the results.