

REQUEST FOR QUOTE (RFQ)

FOR THE PROVISION OF

SURVEY DATA COLLECTION SERVICES

FOR FUTOURWORK

The University of Westminster (UK)

Research Project: FUTOURWORK (EU-funded, Europe-wide)
<https://www.futourwork.eu/>

Deadline for submission of offer:

~~20 May 2026 by noon (GMT)~~

Deadline extended: 3 June 2026 by noon (GMT)

31 March 2026

Request for Quote for Survey Data Collection

FUTOURWORK is an EU-funded, Europe-wide project (<https://www.futourwork.eu>) that aims to transform the future of work in the tourism and hospitality sector through systemic changes in how labour issues are addressed. As the consortium lead, the University of Westminster is currently reviewing the provision of survey data collection services in the Tourism and Hospitality (T&H) sector and invites you to submit a response to this Request for Quote (“RFQ”) on behalf of your organisation.

This RFQ is one mechanism through which we seek to identify similarities and differences among suppliers in the market, as well as to gain a clearer understanding of suppliers’ capabilities, core business activities, and strategic approach to survey data collection services. We therefore invite your organisation to submit an offer in response to this RFQ.

The document sets out our requirements and the associated attachments and invites you to submit a formal response.

Further queries/ questions about this RFQ should be e-mailed to info@futourwork.eu and b.uygur@westminster.ac.uk by 30 April 2026 by noon (GMT) with a subject line: “FUTOURWORK - Survey Data Collection RFQ”.

We look forward to receiving your response by the extended deadline: 3 June 2026 by noon (GMT).

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A. Introduction & Overview

Company Background

- 1.1 The University of Westminster was founded as Britain's first polytechnic in 1838. We now have over 19,000 students from 169 countries and are a university that thrives on delivering transformational education to people from all backgrounds.
- 1.2 The University of Westminster provides practical, rounded education so that people from every background can realise their true potential and discover their identity.
- 1.3 We foster innovation and creativity, informed by professional practice and inspired by research. We are proud of our strong international outlook and extremely close links with industry, professional practice and academia in London, overseas and across the world. With this network, the University of Westminster creates rewarding connections between research, teaching and enterprise.
- 1.4 Students are constantly making choices that have an impact on themselves and the people around them. They have the opportunity to create a better world, for themselves and everyone else, by creating opportunities to do something worthwhile. We believe students time at Westminster will be a lifechanging experience, both personally and professionally and that the University is an exceptional place to learn, live, work and uncover their true strengths.
- 1.5 As a global university located right in the heart of London, we offer a vibrant learning environment and focus on nurturing and inspiring distinctive graduates who are able to make a difference in the world. Thanks to our London location, few places can match this great city for its vibrant culture, spanning fashion, shopping, music, art, theatre and sport.
- 1.6 We are forward thinking and embrace the new with energy and imagination. Our aim is to nurture, transform and inspire distinctive graduates and professionals who are able to make a difference in the world.
<https://www.westminster.ac.uk/>

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B. Requirement Overview

This RFQ is issued by the University of Westminster as the consortium leader of the FUTUREWORK project. FUTUREWORK is an EU-funded, Europe-wide project that seeks to transform the future of work in the tourism and hospitality sector through systemic changes in the way labour issues are addressed. The subcontract described in this RFQ supports Work Package 2 (WP2) - Understanding Tourism and Hospitality (T&H) Workers' Well-Being. The University of Westminster may request clarifications or additional documentation. The University reserves the right not to award a contract as a result of this RFQ.

Purpose and expected results: The purpose of this RFQ is to select a service provider to validate the quality and applicability of the FUTUREWORK Well-Being Index through an additional, external dataset.

Geographic eligibility: The country of implementation must be an EU member state and must not be one of the current FUTUREWORK partner countries: United Kingdom, Portugal, Romania, Greece, Sweden, or Bulgaria.

Scope of work:

- ⇒ Implement the validated Well-Being Survey instrument provided by the FUTUREWORK project team (including any agreed translation/back-translation steps where needed).
- ⇒ Collect at least 400 completed surveys from T&H workers, ensuring sampling criteria aligned with the WP2 Task 2.1 methodology (see Annex 1).
- ⇒ Prioritise the following T&H subsectors: hotels, tourist accommodation, bars and restaurants, guided tours, and events.
- ⇒ Document the sampling strategy, geographic distribution, and data-quality checks carried out during fieldwork.
- ⇒ Ensure full compliance with applicable data protection requirements and project instructions (e.g., secure collection, storage and transfer of data).
- ⇒ Collect and submit a brief feedback report informed by consultations with relevant unions and T&H employers through interviews (where feasible in the selected country).

Deliverables:

- ⇒ Dataset of at least 400 completed surveys (in Excel/CSV or another agreed format).
- ⇒ Short methodological note describing sampling approach, inclusion criteria, and fieldwork procedures.
- ⇒ Summary of geographic distribution (regions/cities) and distribution across T&H subsectors.
- ⇒ Data cleaning, data protection and quality-check report (including checks for completeness, consistency and outliers).

- ⇒ Feedback report from unions and tourism/hospitality employers on the Well-Being Index and survey implementation (max. 5 pages).

C. Respondent Instructions

Application Procedure: Offers must be submitted as a single PDF file and include:

- ⇒ Technical offer describing methodological approach, sampling strategy, recruitment plan, data management and quality assurance procedures, and proposed timeline (Please see Appendix A. Schedule of Requirements as Technical Specifications)
- ⇒ Organisation profile and relevant experience (including up to three short case studies or references). Where possible, include case studies that may relate to social dialogue and/or tourism and hospitality sector organisations or providers. Please describe additional services, products and works you provide, outside of your core business.
- ⇒ Economic offer (total cost in EUR, with a breakdown of major cost lines).
- ⇒ Key personnel and roles (including the person responsible for delivery and quality assurance).
- ⇒ Proof of organisational and financial capacity (e.g., latest annual report or financial statement) where applicable, and relevant insurance cover (e.g., professional indemnity).

Extended Submission deadline: 3 June 2026 by noon (GMT)

Subject line: “FUTOURWORK - Survey Data Collection RFQ”

Submit by email to: info@futuraorwork.eu and b.uygur@westminster.ac.uk

In requesting such information outlined in the document, the University makes no obligations in any way to:

- pay any supplier for any RFQ response; or
- go to tender; or
- accept any RFQ information received from suppliers; or
- include suppliers responding to this RFQ, in any future tender invitation; or
- any other commitment to suppliers whatsoever.

Faced with a wide range of survey data collection organisations in the marketplace, we are undertaking an analysis of suppliers that are considered strategically beneficial or frequently utilised within the market. The intention of this process is to invite a shortlist of suppliers to submit quotations and to award the contract to the supplier offering the most advantageous quotation.

D. Timescales

Further queries/ questions deadline: 30 April 2026 by noon (GMT)

Extended Submission deadline: 3 June 2026 by noon (GMT)

Subject line: “FUTOURWORK - Survey Data Collection RFQ”.

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An inception/administrative phase is expected in August to end-September 2026 (e.g., contracting, non-disclosure agreement, consortium-related requirements, and alignment with the project Data Management Plan), followed by methodological alignment discussions in October to mid-November 2026. Respondents should propose a realistic workplan within this overall timeframe.

Indicative Administrative Alignment Window: August 2026 to mid-November 2026

Indicative Implementation Window: mid-November 2026 to mid-February 2027.

E. Confidentiality

Suppliers are required to regard all communications between Suppliers and the University as confidential unless otherwise advised in writing by us.

The University and its employees will treat all communications from the Supplier, including any responses to this RFQ, in strict commercial confidence, and circulation of all communication from Suppliers will be strictly controlled.

Suppliers are required to advise the University of the identity and role of any and all third parties necessarily having access to information provided in confidence by the University, prior to providing any access to such third parties.

Appendix A – Schedule of Requirements

1. Technical Specifications: The following summarises the minimum technical requirements for the assignment. Respondents should address each point in their technical offer.

Item	Requirement
Objective	Collect at least 400 completed, high-quality well-being surveys from T&H workers in at least one eligible European country to validate the FUTOURWORK Well-Being Index.
Target population	Workers in the tourism and hospitality sector, with attention to gender representation, geographic balance, and inclusion of multiple T&H subsectors.
Priority subsectors	Hotels; tourist accommodation; bars and restaurants; guided tours; events.
Sampling criteria	Gender representation; urban/rural or regional balance; coverage of multiple T&H subsectors; inclusion of digital/platform workers where applicable; inclusion of migrant workers where present.

Deliverables	Dataset (Excel/CSV); methodological note; geographic and subsector distribution summary; data cleaning and quality report; stakeholder feedback report.
Timeline	December 2026 to February 2027 fieldwork window (indicative), plus inception/administrative phase September to November 2026.
Budget ceiling	EUR 20,000 (all-inclusive).
Geographic eligibility	Country must be established and conducted their activities in an EU member state. Country must not be UK, Portugal, Romania, Greece, Sweden, or Bulgaria

2. Award Criteria: Offers will be evaluated for compliance and then scored using the criteria below. The contract will be awarded to the respondent achieving the highest total score.

Criterion	Description	Max. points
Methodology	Soundness of sampling approach, recruitment strategy, fieldwork plan, quality assurance and data protection.	30
Experience and network	Relevant experience in comparable surveys and/or evidence of access to T&H stakeholders (including unions/employers) in the proposed country.	40
Economic offer	Cost-effectiveness and clarity of budget breakdown within the maximum budget.	30

3. Contractual and financial terms

The maximum available budget for this subcontract is EUR 20,000 (all-inclusive). The contract will be formalised in writing. The payment schedule will be agreed at contracting stage; as a default proposal, suppliers may assume 30% upon signature and 70% upon acceptance of the final deliverables. Payments will be made by bank transfer upon receipt of a correctly issued invoice.

The service provider must comply with applicable data protection legislation (including GDPR, where applicable) and follow the data management and security instructions provided by the FUTOURWORK project team. Personal data must be minimised, processed lawfully, and transferred securely. Any participant information sheets and consent procedures must be aligned with the project's approved materials.

Unless otherwise agreed in the contract, the survey dataset and related deliverables produced under this subcontract will be owned by the FUTOURWORK consortium for

project implementation, reporting, research and dissemination purposes, subject to any ethical and data protection constraints.

A Consortium Agreement may be applied, and a Non-Disclosure Agreement (NDA) may be required where appropriate.

All communications and materials exchanged in relation to this call and the subcontract must be treated as confidential unless explicitly stated otherwise in writing. Respondents must identify any third parties requiring access to confidential information prior to providing such access.

The University of Westminster may request clarifications or additional documentation as part of the evaluation process. The University reserves the right not to award a contract as a result of this RFQ.

All times are in Greenwich Mean Time (GMT), UK time.