



KAPITAŁ LUDZKI  
NARODOWA STRATEGIA SPÓJNOŚCI



UNIA EUROPEJSKA  
EUROPEJSKI  
FUNDUSZ SPOŁECZNY



Krakow, 22 November 2010

## Request for Proposal

On behalf of Aon Hewitt it is my pleasure to invite you to take part in a vendor-selection tender regarding training targeted at improving Business English and skills of AonHewitt colleagues within the project „Rozwoj efektywnosci zarzadzania organizacja i kwalifikacji pracownikow” UDA-POKL.08.01.01-12-417/10-00.

Scope of Training:

### 1. Business English for colleagues

No. of Participants 8 in a group, 14 groups, 4 hours a month

### 2. Business English for managers

No. of Participants 5 in a group, 4 groups, 4 hours a month

### 3. Modern Business e-Correspondence

No. of groups 20

### 4. Call centre/ Customer Service Telephoning

No. of groups 5

### 5. Meeting and Negotiations

No. of groups 15

### Timeframe

January 2011- December 2012

**Background:** Aon Hewitt is a global leader in human capital consulting and outsourcing solutions to High and Middle-Market clients in 120 countries worldwide. Our Krakow location is one of our strategic locations in Europe, operating Benefits Administration and HR Business Processes Outsourcing backed by a wide range of supporting services.

As English is both our corporate language, used by all employees in client and internal communication as well as the language of instruction, we are committed to the continuous development of Business English and Skills competence across the centre. To this end we have recently been awarded EU Funding which we are planning to use to help our associates continue to develop crucial skills necessary to deliver excellent service to our clients.

We are therefore looking for a strategic partner who will help us successfully run this Project over 24 months. This partner will:

1. Help us design the content of the training and be partially responsible for the logistics and monitoring of progress (attendance, results, commitment)
2. Demonstrate excellence in their area of expertise through their business model, service delivery, client focus, continuous development of both the trainers and the company and quality management systems
3. Have experience in running similar projects for corporate clients, including specialized skills courses.

**If you meet these criteria please submit your bid by EOB 15 December 2010 to Joanna Cooper: [joanna.cooper@hewitt.com](mailto:joanna.cooper@hewitt.com). Please note that we will only contact selected candidates.**

Your proposal, in the form of one document (preferably .pdf), will contain the following information:

1. Your company profile, experience, values, no. of trainers / specialists etc.
2. Examples of how you managed to successfully address the business challenges
3. Samples of materials used to deliver programs
4. Cost of services
5. Experience in delivering similar large-scale projects to corporate clients (with specific examples)
6. Quality assurance system – short description
7. Profiles of trainers (with concrete references to their business background / education)
8. References from former and existing clients
9. Outline of each of the specialized programs
10. Description of the selection process and further development of your trainers

Please note that each trainer participating in the project will be required to demonstrate:

1. Relevant business background, ideally an understanding of the basics of outsourcing operations
2. Min. 10 years of professional experience including some experience in the corporate environment with particular focus on implementation of Lean concepts and training
3. Willingness to follow objectives drafted by Aon Hewitt representative in collaboration with the partner's representative
4. High level of professionalism and trustworthiness

Additionally, the trainers involved in the English for Management Training should:

1. hold a relevant business-related degree (preferably an MBA)
2. demonstrate substantial experience in Business English and Skills training for top managers

We kindly ask you to provide us with comprehensive yet strictly relevant information.

Proposals will be rated on their meeting of all the criteria in particular the programs offered, the willingness to partner with Aon Hewitt and the cost of services provided. You are welcome to bid for only part of the contract's scope. We reserve the right to opt for several vendors carrying out parts of the project's scope.

Thank you!  
Joanna Cooper  
Aon Hewitt