



**SUBJECT: CLUSTEM Project - Invitation to supply an expertise service for benchmarking activities of industrial clusters - ESCA Expert(s) Recruitment for Clusters Benchmarking**

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**FAQ – FREQUENTLY ASKED QUESTIONS**

LAST UPDATE: August 04, 2016

**QUESTION 1**

*Dear Ms Akyuz,*

*Dear Mr. Venturini,*

*I'm planning to submit my proposal on Lot 2 cluster benchmarking activities for CLUSTEM project.*

*I have a general question which needs some clarification from you. As I understand the requested tasks are limited to the preparatory analysis and reporting of the 4 clusters, however the effective benchmarking bronze labelling process (quality audit) is excluded since only ESCA is entitled to issue the bronze label award.*

*Can you please give me an explanation on this?*

LOT 2 of the TOR encompass the following tasks (the following is in addition to what already described in the TOR):

- **Benchmarking the 4 clusters**

This is recruited ESCA expert duty, who is charged with the interviews, maps, document preparation etc.

- **Reporting about benchmarking**

The ESCA expert(s), supported by cluster managers, will deliver **preparatory** recommendation report(s) for each cluster analysed, including improvement and quality increase of organisation, management practices

and other solutions for quality improvement of each of the 4 clusters. The final recommendation report will be issued by ESCA, as per standard procedure.

- **Working procedures for the ESCA Certification process**

Schematic working procedure is recruited ESCA expert duty.

- **Achievement of label**

The ESCA expert(s) will assist the cluster managers in the process of achieving at least the Bronze Label, including documents, actions and recommendations needed until the conclusion of the process. Here the expert has to support clusters in the process with ESCA for what can be needed up to achieving Bronze Label. The issuing of the label is ESCA responsibility.