

## Call for tenders' details

Title: European Resource Efficiency Excellence Centre.

Start date: 30/12/2015

Time limit for receipt of tenders: 22/02/2016

Contracting authority: European Innovation Council and Small and Medium-sized

EnterprisesExecutive Agency (EISMEA)

Status: Closed

## Call for tenders question list

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
1	07/01/2016 16:16	12/01/2016 16:11	Question related to translation	Please clarify the languages in which the content of the Tool, Catalogue and Database should be made available during the three-year contract. Will the contractor be responsible for any translation required?	<p><b>12/01/2016</b> WP1, p8: Regarding the Tool, the tenderer is requested to translate the questionnaire into Romanian, Portuguese, Greek, Bulgarian, Finnish and Croatian and to update all language versions, i.e. currently twelve (English, French, German, Hungarian, Italian, Polish, Slovak, Dutch, Danish, Spanish, Swedish and Czech) and the six new ones, whenever the questionnaire is updated with new information.</p> <p>The report that is displayed at the end of the self-assessment exercise of the Tool will have to be made available to the user in all the languages listed above.</p> <p>The Database will gather data from the Tool, the Catalogue and other sources. The contractor will be requested to produce reports in English using the Database's information.</p> <p>The version of the Catalogue that will be taken over by the Centre will be available in English and equipped with a multilingual setup to facilitate translations into other languages.</p> <p>Tenderers may suggest the translation and/or access to</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					<p>translation and/or access to translations into other languages in their tenders. The quality of the tenders will be evaluated based on the criteria listed in page 37 and 38 of this call.</p> <p>The contractor will be responsible for any translation required.</p>
2	07/01/2016 16:15	12/01/2016 16:12	Written material on a regular basis	<p>On page 14 of the technical specifications you mention that "The contractor will have to produce written material on a regular basis, as part of its communication activities (see WP4)." However, we do not find any specification for such material in the description of WP4. To allow tenderers to estimate costs accurately, please define as precisely as possible the purpose, target audience, format, length and frequency of any written material that should be produced as part of the communication activities under WP4</p>	<p><b>12/01/2016</b></p> <p>In WP4 p.20, the tenderer is requested to provide an outline of the communication and promotion strategy, including how the production of written material will be organised. In the outline, the tenderer is expected to provide information and suggestions on purpose, target audience, format, length and frequency of any written material that should be produced.</p>

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3	07/01/2016 16:17	12/01/2016 16:13	WP4	WP4, Task 1 – Internet (pages 18-19): May tenderers envisage establishing and operating a presence for the European Resource Efficiency Excellence Centre itself on relevant social media platforms, or will the contractor only be allowed to supply social media content to DG Growth and DG Environment?	<b>12/01/2016</b> WP4, p20- The contractor is expected to communicate its main news or messages by providing content to GROW and ENV social media accounts, as stated in the call: "The contractor will provide information on the most important activities and results of the work of the Centre to DG Growth's and DG Environment's communication teams with copy to EASME to distribute information via the European Commission's social media accounts. The contact details of the DGs communication teams will be provided to the contractor during the kick-off meeting."

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4	07/01/2016 16:14	12/01/2016 16:14	Question related to translations	Please clarify the languages in which the content of the Tool, Catalogue and Database should be made available during the three-year contract. Will the contractor be responsible for any translation required?	<p><b>12/01/2016</b> WP1, p8: Regarding the Tool, the tenderer is requested to translate the questionnaire into Romanian, Portuguese, Greek, Bulgarian, Finnish and Croatian and to update all language versions, i.e. currently twelve (English, French, German, Hungarian, Italian, Polish, Slovak, Dutch, Danish, Spanish, Swedish and Czech) and the six new ones, whenever the questionnaire is updated with new information.</p> <p>The report that is displayed at the end of the self-assessment exercise of the Tool will have to be made available to the user in all the languages listed above.</p> <p>The Database will gather data from the Tool, the Catalogue and other sources. The contractor will be requested to produce reports in English using the Database's information.</p> <p>The version of the Catalogue that will be taken over by the Centre will be available in English and equipped with a multilingual setup to facilitate translations into other languages.</p> <p>Tenderers may suggest the translation and/or access to</p>

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					<p>translation and/or access to translations into other languages in their tenders. The quality of the tenders will be evaluated based on the criteria listed in page 37 and 38 of this call.</p> <p>The contractor will be responsible for any translation required.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
5	18/01/2016 19:43	25/01/2016 12:53	Translation	<p>Your answer to questions 1 and 4 does not include an estimate of the volume of translation required. Translation work has a certain cost per word. Our understanding is that only the incumbent is in a position to estimate the total volume. To ensure that all tenderers are equally equipped to estimate their costs, could you please define the number of words and the number of target languages to be included in the price offer?</p>	<p><b>25/01/2016</b></p> <p>The European Resource Efficiency Self-Assessment Tool contains 1 basic questionnaire and 5 advanced questionnaires. A user having completed a questionnaire (either the basic questionnaire or the advanced questionnaire or both) will receive a report assessing his/her answers and a short satisfaction survey. Later, an impact survey will be sent to the user. The questionnaires are currently being developed in twelve languages: English, French, German, Hungarian, Italian, Polish, Slovak, Dutch, Danish, Spanish, Swedish and Czech. The tenderer for the Centre is requested to translate the questionnaire into 6 new languages: Romanian, Portuguese, Greek, Bulgarian, Finnish and Croatian. The tenderer is also requested to update all language versions, (the current twelve and the six new ones), whenever the questionnaire is updated with new information (e.g., new questions, revised questions or new sectors, etc).</p> <p>Given that the development of the Tool is still ongoing, the deliverables are not in their final format yet. Therefore, the word volume in English has been estimated on the basis of the longest questionnaire.</p>

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					the longest questionnaire. Therefore, the user interface words plus the longest questionnaire with its corresponding report correspond to around 6200 words. The satisfaction survey and the impact survey would correspond to around 570 words.



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#	Submission date	Publication date	Question subject	Question	Answer
6	27/01/2016 10:24	01/02/2016 17:09	Question WP2, Task 2: Establishment of a network of resource efficiency support providers for SMEs	<p>The contractor needs to establish a network of resource efficiency support providers for SMEs (the 'Centre Network'), which can be public or private entities, paying particular attention to those Member States where support for SMEs on resource efficiency is in the early stages of development or lacking. The objective is that the network should cover at least 80% of the EU economy after 30 months with a balanced geographical spread across all COSME participating countries. The contractor should actively build the network: informing relevant support providers about the network and the opportunities it provides, encouraging applications from a wide background, etc.</p> <p>To help facilitate the development of this network, is the intention to allocate any of the project budget to those participating network of resource efficiency support providers (i.e. to cover any costs), to encourage organisations participation? Or is the assumption that these organisations will participate and contribute, at their own cost?</p> <p>The objective is that the network should cover at least 80% of the EU</p>	<p><b>01/02/2016</b></p> <p>1. The question whether any of the project budget should be allocated to the network of resource efficiency support providers is one that should be carefully considered and decided by the tenderer. It is the tenderer's responsibility to compose a project budget in such a way that an optimal project implementation can be ensured along with the delivery of requested results and deliverables as specified in the tender.</p> <p><b>01/02/2016</b></p> <p>2. Regarding the scale of activities and outcomes, apart from the fact that the network has to be extensive across the EU economy, the contractor has to ensure that the network is indeed active and ready to learn from other Centre Network members, exchange and spread information and support resource efficiency in SMEs in their constituencies. Therefore, in page 11, it is stated that "the contractor should actively build the network: informing relevant support providers about the network and the opportunities it provides, encouraging applications from a wide background, etc. To ensure that members understand that they are expected to have an active role in the Centre Network,</p>

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				<p>should cover at least 80% of the EU economy after 30 months. Are you able to provide further clarity as to what EASME would consider success to look like here under this work package, i.e. any further detail on the scale of activities or outcomes considered desirable?</p>	<p>active role in the Centre Network, page 12 states that "to become a new member of the Centre Network, resource efficiency support providers will have to 1) attend one of the workshops delivered by the Centre (see WP2, task 4) and 2) comply with and sign a Centre Network charter. Only signatories to the charter can be presented in the collaborative website of the Centre (WP 3, Task 1). The members of the Centre Network will commit themselves to actively contribute to the diffusion of knowledge, for example, by writing short articles on relevant subjects for the resource efficiency community at large that will be published on the website of the Centre (see WP3, Task 3). The contractor will actively facilitate and stimulate the Centre Network, paying particular attention to addressing specific needs, information, knowledge and service gaps."</p>

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#	Submission date	Publication date	Question subject	Question	Answer
7	28/01/2016 17:06	01/02/2016 17:10	Technical template	Our understanding is that we can use our own technical template. Could you please confirm our understanding is correct?	<b>01/02/2016</b> Yes, this is correct. <b>02/02/2016</b> In order to clarify the answer to this question, the Contracting authority would like to confirm that the tenderer is free to choose the template of the technical offer.

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#	Submission date	Publication date	Question subject	Question	Answer
8	27/01/2016 10:26	01/02/2016 17:14	WP1 - European Resource Efficiency Self-Assessment Tool	<p>Here an overview of questions concerning WP1.</p> <p>1. Are there previews (or beta-versions) of the European Resource Efficiency Self-Assessment Tool available?</p> <p>2. Is it possible to get the architecture overview of the software of the current European Resource Efficiency Self-Assessment Tool?</p> <p>3. The European Resource Efficiency Self-Assessment Tool will be hosted and maintained by the EC. Is it an option the contractor takes over the hosting and maintenance during the contracting period?</p> <p>Thank you,</p>	<p><b>01/02/2016</b></p> <p>1. The final ready-to-use versions of the Tool and Catalogue prototypes will be integrated into a web application developed in-house by the IT services of the European Commission and will be made available and operated in the public domain in the context of the Centre by the end of 2016. As the Tool is still being developed and thus not final, it cannot be made accessible by the EASME to third parties at this moment.</p> <p>An extract of the tender specifications for the development of the Tool will be attached so to provide more context to the technical characteristics on this tool. However, the relevant technical details are also provided for in the current technical specifications and in the answers to your questions 2 and 3.</p> <p>The tool itself will consist of following elements:</p> <p>The European Resource Efficiency Self-Assessment Tool contains 1 basic questionnaire and 5 advanced questionnaires of about 10 questions each followed by about 3 to 5 possible answers. A user having completed a questionnaire (either the basic questionnaire or the advanced questionnaire or both) will receive a report assessing his/her answers and</p>

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					<p>report assessing his/her answers and a short satisfaction survey. Later, the user will receive an impact survey. The questionnaires are currently being developed in twelve languages: English, French, German, Hungarian, IT, Polish, Slovak, Dutch, Danish, Spanish, Swedish and Czech.</p> <p><b>01/02/2016</b></p> <p>The catalogue will consist of different types of resource efficiency improvement measures in the form of factsheets (one per measure), providing data and information on their effectiveness in terms of resource use and waste production avoided, as well as on their competitiveness impact and cost-effectiveness. The Catalogue will make up a section of the European Resource Efficiency Information Database to be set up and developed by the IT service(s) of the European Commission.</p> <p>Further, the Tool will also integrate the functionality of measuring about 5 basic Key Performance Indicators (KPIs) on resource productivity based on the user's data input. Those data will further help feeding the European resource efficiency database and they will also be used for benchmarking</p>

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					<p>will also be used for benchmarking with other users.</p> <p>2. There is no document as such, but the IT website is based on Drupal 7 Content Management Software, hosted in a LAMP stack (Linux as operating system server, Apache as web server, MySQL database and PHP programming language).</p> <p>3. The website tool will be hosted at EC, no option to be hosted externally. The contractor will access to the source code repository of the website and push the changes to deliver the releases. At this moment, GIT is the source code management system selected for doing so.</p> <p><b>02/02/2016</b> Extract of TS</p>
9	27/01/2016 13:00	01/02/2016 17:16	Translation	Referring to clarification 5, it is stated that "The user interface words plus the longest questionnaire with its corresponding report correspond to around 6200 words.", we understand the total requirement for initial translation is 6,200 words in 6 languages. Can you please confirm?	<p><b>01/02/2016</b> This is correct</p>

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10	27/01/2016 13:01	01/02/2016 17:16	Translation	Referring to clarification 5, it is stated that "The satisfaction survey and the impact survey would correspond to around 570 words." Our understanding is that the total requirement for initial translation on this point is 570 words in 6 languages. Can you please confirm?	<b>01/02/2016</b> This is correct
11	27/01/2016 13:03	01/02/2016 17:18	Pricing	On page 38 of the tender specifications it is stated that the Project management criterion "assesses the adequacy and reasonableness of the resources" and "the quality and efficiency of the proposed project management (including coordination, quality control, risk management and reporting)". On the other hand, the price grid asks for the "all-inclusive fee per expert". Please clarify what is meant by "all-inclusive" in this context. Should tenderers provide prices and estimated numbers of days for project management resources?	<b>01/02/2016</b> 1. The "all-inclusive fee per expert": expert fee, including all costs (e.g. taxes). The travel expenses and per diems should be shown in the lines dedicated to "other costs" in the financial bid. 2. Should tenderers provide prices and estimated numbers of days for project management resources? It is indeed expected that tenders provide a detailed overview of nr of days allocated to the respective project management resources and also their daily fees

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12	27/01/2016 13:06	01/02/2016 17:19	Pricing	On page 8 of the ToR, it is stated that “the contract will have to foresee in the Budget the participation in one training session that the IT services of the European Commission may organize at their premises concerning the infrastructure at ...” . It is our understanding that companies with previous experience in this project might have a competitive advantage and would like to request not to be included or provide more information on the quantity of resources needed.	<b>01/02/2016</b> IT Procedures and documentation will be clear enough for the contractor as long as the IT team has a deep knowledge on Drupal 7 or 8. In any case, estimation for the training session would be half a day for the IT project Manager and one day for the Drupal technical developer/architect.
13	27/01/2016 15:33	01/02/2016 17:20	Participants in events	On page 20, WP4 – Task 2, it is stated that “the contractor shall cover the costs for an event of approximately 300 participants.” It is also stated that “the contractor should cover the travel and accommodation costs for approximately 20 experts”. Considering those costs may really vary depending on the final number of participants, could it be possible to consider those two tasks as “up to 300 participants” and “up to 20 experts”? if this is not possible, could you please specify a more detailed number?	<b>01/02/2016</b> For your calculation of the costs, indeed, you may consider up to 300 participants and up to 20 experts.



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14	27/01/2016 13:04	01/02/2016 17:20	Translation	Will the Final conference be in English only, or should tenderers include the cost of simultaneous translation. If so, to and from which languages?	<b>01/02/2016</b> The final conference will be in English
15	27/01/2016 15:34	02/02/2016 16:43	Financial	Can you please provide more information on the characteristics of the categories they appear in the Financial Bid? We understand these categories refer to the field of expertise of each of the experts proposed. Can you please confirm our understanding is correct?	<b>02/02/2016</b> The categories that appear in the financial bid refer both to the field of expertise and to the level of the expert (junior, senior...)
16	02/02/2016 12:23	04/02/2016 17:27	Printing services	The description of WP4 states (p19) that "the contractor should foresee printing services under this contract." Could you please clarify the volume of printing that will be required so that tenderers can estimate the associated costs?	<b>04/02/2016</b> Under the heading 'Promotional material and graphic design services' on p19 the tenderer is requested to include the creation and printing of an infographic (print run of 5000 copies). Further, the tenderer is requested to provide an outline of the communication and promotion strategy. This strategy should include amongst others: suggestions for production of written material, media to be used, events to be targeted, and topics for videos to be created. Suggestions for paper format materials and corresponding volumes to be printed (or not) may also be part of this strategy.

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#	Submission date	Publication date	Question subject	Question	Answer
17	12/02/2016 16:15	15/02/2016 15:40	Submission of tenders	The offer must be sent in 1 original and 2 copies, but there is no specific indication regarding the exact documents the tenderer should submit in original. Should the technical offer also be signed by the tenderer or only declarations, legal entities form, financial identification form, financial offer?	<b>15/02/2016</b> In general terms all documents specially created for the offer must be in original ( i.e. the technical and financial offer and all the annexes to the Tender Specifications). The supporting documents can be scanned version of original documents.
18	11/02/2016 19:58	16/02/2016 14:05	Staff categories	Referring to QA 15, is it mandatory to categorise staff into these four Categories, and if so could you please provide clear definitions of each Category?	<b>16/02/2016</b> The categories included in the template are indicative. If the tenderer proposes other categories of staff or has different titles for the positions, they can include them. The price that will be taken into consideration for the award of the contract is finally the total price offered.
19	15/02/2016 17:02	16/02/2016 14:09	Tender submission - copies	According to "invitation to tender", page 1/4, bullet 3, "you must submit your tender exclusively on paper, in one original and 2 copies (one of them not bind) and a CD Room or USB stick." Our understanding is that we can submit a second copy with binders, that is without staples nor spiral binder, and serve as "not bind copy". Could you please confirm our understanding is correct?	<b>16/02/2016</b> Yes, this is correct.

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20	12/02/2016 16:14	18/02/2016 12:53	Technical and professional capacity evidence	<p>In 3.3.2. Technical and professional capacity criteria and evidence under Other Evidence it is stated that: "The most important services shall be accompanied by certificates of satisfactory execution, specifying that they have been carried out in a professional manner and have been fully completed;".</p> <p>If certificates of execution cannot be provided, what other type of proof is considered acceptable: approval of final reports and/or proves of payment; letters of recommendation, contracts? Can ongoing projects be included as evidence for technical and professional capacity?</p>	<p><b>18/02/2016</b></p> <p>In section 3.3.2. 'Technical and professional capacity criteria and evidence' (under Other Evidence) you will find the list of supporting documents or evidence that is to be provided to prove the technical and professional capacity criteria. It is recommended to provide as much as possible evidence which supports the above listed criteria. Further, the list also indicates that 'any other document' may be submitted which is considered useful for the assessment of the technical and professional criteria.</p>

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21	12/02/2016 16:18	18/02/2016 12:53	Proof for language quality check	In 3.3.2. Technical and professional capacity criteria and evidence under Criteria relating to the team delivering the service it is stated that for the language quality check: all members of the team should have B218 level language skills in English, as guaranteed by a certificate or past relevant experience. Those involved in the drafting of the deliverables/reports must have a higher level of English language skills (C1/C219) as all written material must be in English of the highest linguistic quality and edited and proofread by a native English speaker or equivalent. Can holding degree certificates (BSc/MSc) from English universities, professional experience in EU projects, including reporting and presentations be considered as proof for language quality check? English proficiency requirements should be met for all the experts working for the delivery of the services or only for the ones mentioned as the minimum delivering team?	<b>18/02/2016</b> The terms of reference define that 'all members of the team delivering the service' should have B2 level language skills in English, as guaranteed by a certificate or past relevant experience. Those involved in the drafting of the deliverables/reports must have a higher level of English language skills (C1/C2) as all written material must be in English of the highest linguistic quality and edited and proofread by a native English speaker or equivalent. Holding degree certificates from English universities or past relevant experience could be taken into consideration. Please consult the self-assessment grid on <a href="http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr">http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr</a> to define the level of language skills of the respective team members.

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22	15/02/2016 19:12	18/02/2016 12:54	Translations	<p>Translation costs can be very high and risk taking a disproportionate part of the overall budget. You have clearly stated what is required for WP1 re. the questionnaires (p.8 of ToR), however we are less clear about some of the other aspects of the work. For example can you clarify around the following:</p> <ul style="list-style-type: none"> <li>• WP1 (Tools and database): Do the 100 new factsheets also need to be in all 18 languages specified (12 + 6), or a subset of the commonly spoken EU languages?</li> <li>• WP3 (Website): Minimum functionality ... user interface at least in English ... but are we to assume that a number of commonly spoken EU languages are also required (to ensure accessibility across the EU/COSME countries)?</li> <li>• WP4 (Comms): All written material must be in English, as stated in the ToR (p. 18) but are we to assume that a number of commonly spoken EU languages are also required (to ensure accessibility across the EU/COSME countries)?</li> </ul>	<p><b>18/02/2016</b></p> <p>* WP1 - The catalogue, containing the 100 factsheets, will be in English and does not need to be translated.</p> <p>*The website/user interface is expected to be in English, it is not required to have it translated in other EU languages. However, the tenderer is free to choose to offer the website in more language versions.</p> <p>*All written material is expected to be in English. No translations will be required.</p>