

**FREQUENTLY ASKED QUESTIONS**  
**INVITATION TO TENDER NO. ENER C3/2012-532**  
**Contract notice: OJ/S S232 381359 of 01/12/2012**  
**Evaluation of the Energy Labelling Directive and specific aspects of the Ecodesign Directive and related technical assistance**

-----  
**Last update: 16/01/2013**  
-----

**Question 1:**

Is it correct to understand that the role of the contractor in the questionnaire posted on "Your Voice" will actually be to design the questions and analyse the results, but that scripting and fieldwork will be borne by the client?

**Answer 1:**

The contractors will be expected to prepare the questionnaire referred to in point I.4.1. of the Tender Specifications in a format and content compatible with the Commission's Interactive Policy Making (IPM) interface:

[http://ec.europa.eu/ipg/services/interactive\\_services/surveys/index\\_en.htm](http://ec.europa.eu/ipg/services/interactive_services/surveys/index_en.htm)

The contractors will receive access to the IPM system so that they can upload the questionnaire themselves, and can access and analyse the results once the survey is complete. Promotion of the survey will be done by the contractors (to the stakeholders having registered their interest in the review study) and by the Commission through the Ecodesign Consultation Forum and via the central "Your Voice" channels.

[http://ec.europa.eu/yourvoice/index\\_en.htm](http://ec.europa.eu/yourvoice/index_en.htm)

**Question 2:**

Can you precise which functionalities can be used, For example can we use "routed" or "dependent questions"?

**Answer 2:**

See User guide to the IPM interface referenced above.

**Question 3:**

Will the questionnaire be available in all EU languages? If so, will it be the client's responsibility to cover the costs and coordination of translation?

**Answer 3:**

The questionnaire will have to be available only in English. However, stakeholders have the right to submit their input in any EU language. The Commission will not actively encourage stakeholders to use other languages

than English. If some incoming answers are nevertheless in other languages, the Commission will take care of translation, in case no one in the contractor's team processing the questions is able to handle the languages in question.

**Question 4:**

Stakeholder meetings:

What will be the responsibility of the contractor in relation to the meeting: provision of background documents, facilitation and reporting or also invitation of the participants?

**Answer 4:**

Contractors will be expected to handle the invitation of participants to stakeholder meetings, except to the one organised one month before the end of the public consultation, where the Commission itself will invite stakeholders in the framework of the public consultation. Contractors will also be expected to circulate electronically to registered stakeholders any document to be discussed in the meeting in advance of the meeting, present slides in the meeting, chair the meeting and prepare the minutes.

**Question 5:**

In our budget, do we need to make provisions for the meetings' travel costs and for the logistics involved in organising these meetings (eg. catering, room hire) ?

**Answer 5:**

The Commission will provide the room and catering (morning and afternoon coffee/tea) for all the stakeholder meetings. The travel costs of the stakeholders shall be covered by the stakeholders themselves.

**Question 6:**

What is the expected number of participants at this meeting?

**Answer 6:**

Around 100 to 120 stakeholders are expected to show up in the stakeholder meetings.

**Question 7:**

Will translation and interpretation be required ?

**Answer 7:**

No translation or interpretation will be required at the meetings.

**Question 8:**

We have been informed that IPSOS MORI has researched the consumer understanding of energy and environmental labelling options for DG ENER. As far as we know, the study has now been finalised. We are currently preparing a tender for the Evaluation of the Energy Labelling and Ecodesign Directives. As such, the results of this study would be highly beneficial to us. Could you please let us know whether it would be possible to get access to the initial findings of the study and/or when the final report will be published?

**Answer 8:**

The study referred to was published on 13 December 2012 on the following website: [http://ec.europa.eu/energy/efficiency/studies/efficiency\\_en.htm](http://ec.europa.eu/energy/efficiency/studies/efficiency_en.htm)

**Question 9:**

In terms of budget and man-days, the specs mention that a total of 550 man-days should be foreseen for performing the work; We have not found indication of an overall budget or staff categorisation or related individual budget to be assigned to each individual staff category. Should we use some standard staff categories and budget of DG ENER? If so, could you please indicate it?

**Answer 9:**

The terms of reference provide you with an estimation made by the contracting authority of the number of man-days needed to perform the contract. It is up to the tenderer to submit a financial proposal on the basis of his estimation of the number of man-days needed. The financial proposal has to be detailed as requested under point III.2.3 of the terms of reference. Under point IV.2.2. the contracting authority indicates the minimum technical and professional requirements required for the performance of the contract, including an indication on the staff category. No indication on the budget to be assigned to each staff category shall be provided.

**Question 10:**

What exactly is meant by "product systems" in the tender? Product systems are generally understood as combinations of various components that are interconnected and interact to produce a certain function (e.g. a heating system, made up of boilers, controls, pumps, pipes, storage tanks etc.). However, the tender gives the impression that it might rather refer to broad categories of products (see p.22, where "industrial products" or "consumer products" are given in brackets as examples of product systems).

**Answer 10:**

"Product systems" are indeed understood in the tender specifications as products that are interconnected and interact to provide a certain function (e.g.

heating system made of boiler, control, pumps, pipes, storage tanks etc.). The first sentence of Subtask 3.2 on page 22 should read as "Five products, products systems (e.g. in the field of agriculture, consumer products, industrial products, housing)"

**Question 11:**

In the tender's technical annex, page 20, task 2.2 (and identically in task 4.2), the last paragraph states "Additionally and as applicable, for the purposes of guiding subsequent impact assessments, considerations shall be provided on the impact (effectiveness and resource use, economic, environmental improvements, industry's competitiveness, innovation, on consumers, etc.) of the recommendations."

To which extend and detail is the contractor to work on these aspects? Is a qualitative discussion of the impacts sufficient, based on and compiling quantitative data where already available from other tasks of this study and from previous studies?

**Answer 11:**

The contractor should compile and present quantitative data on impacts where already available from other tasks of this study and from previous studies, accompanied by a qualitative discussion intended to facilitate the drafting of the impact assessment.