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# Call for tender

## Administration of secretariat for the Heat Pump KEYMARK

**ENQUIRIES** Johannes Brugmann  
Tel. +49 5531 70295710  
johannes.brugmann@stiebel-eltron.de

If the above person is unavailable, the enquiry may be directed to:

Martin Forsén  
Tel. +46 433 27 34 99  
Martin.Forsen@nibe.se

**CALL DATE:** 2019-06-30

**CLOSING DATE:** 2019-12-31

**INTENDED TIME FOR PUBLICATION OF CONTRACT NOTICE:** June 2020

**INDICATIVE BUDGET:** 360 000 – 600 000 EUR

**NATURE OF TENDER:** Service operator


Awarded contractor will be empowered to administrate the product certification scheme during the time period **2021-01-01 - 2025-12-31**. The empowered contractor is given the authorisation to invoice the certifying bodies for an annual service charge, provided that the contractor fulfil the obligations defined in the contract agreement. The service charge is based on the number of valid product certificates.

After this time period, the contract may be extended according to the internal rules of the scheme.

**REVIEW BODY: Heat Pump KEYMARK - Steering Committee (SC)**

### Intended review process

The SC will collect and perform an initial review of the offers during the first quarter of 2020. The offers will be ranked based upon scoring of the selection criteria (Annex A). The highest scoring offers will be listed on a short list for continued review. In this process the tenderers on the short list may be requested to present their offer and answer to questions raised by the SC at a physical meeting. The review process is expected to be finalised during the second quarter of 2020. The

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decision of the SC is final and may not be subject for appeal. Preparation of hand/take over will be conducted in cooperation with the existing secretariat and the SC during the second half of 2020.

## SUBMISSION OF TENDER

Tender including all associated documentation shall be submitted in electronic form to;  
 johannes.brugmann@stiebel-eltron.de

martin.forsen@nibe.se

All tenders will be treated under strict confidentiality by the SC.

## STRUCTURE OF CONTENT OF TENDER

The tender shall as a minimum consist of the following;

### Part A: Identification of tenderer

Name and address of organisation

Legal entity

Number of employees

Audited financial report for 2016, 2017, 2018

The financial report may, preferably, be presented in a summarised form only revealing the main records. The financial report may be submitted in an Annex to the tender.


### Part B: Competence & Experience

Short description of the organisation (maximum 500 words). This section shall contain any reference to prior experience of administration of any product and/or individual certification scheme. Additional information of the staff that will be assigned to the task is required and may preferably be inserted here. This section may include information on potential subcontractors that may be assigned by the contractor.

### Part C: Offer

The tender shall be composed of an offer to perform the requested services, given the right to invoice the certification bodies an annual service charge based on the number of valid certificates. The offer shall be expressed in the form of a requested annual service charge per certified subtype. The offer shall be given for different intervals of valid certificates. The offer may be presented in the format as, or similar to, depicted below.

"We organisation xyz offer to perform the requested services at an annual service charge of  
**xxx EUR/subtype if the number of valid certificates are in the range of  $400 < x \leq yyy$**   
**yyy EUR/subtype if the number of valid certificates are in the range of  $yyy < x \leq zzz$**

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The offer as expressed above shall be based on a preliminary cost estimation for performing requested services under the first year (2021). The cost estimation shall as a minimum include the following items;


- Staff
- Meetings (meeting rooms, catering)
- IT (maintenance and development of the database and webpage)
- Marketing & Communication
- Office rent
- Others (specify)
- Profit

#### **Additional information**

The annual service charge may be revised during the contract period by decision of the SC.

Additional information on the Heat Pump KEYMARK may be downloaded at [www.heatpumpkeymark.com](http://www.heatpumpkeymark.com)

**Prerequisite: applicants must not operate nor intend to operate another heat pump certification scheme.**

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## Description of the services requested

- Overview of responsibilities of HP KEYMARK secretariat

The HP-KEYMARK secretariat is in charge of the administrative management and marketing of the HP-KEYMARK scheme. This list of tasks shall be consistent with the description of each task below.

- Coordination of meetings
- Document management
- Handling of input to documents
- Document distribution

The HP KEYMARK secretariat is not expected to provide technical input.

Documents, Website and database are property of the scheme and thus owned by CEN. Ownership is executed by the KEYMARK management organisation (KMO). In case the secretariat changes, all files, databases, source code and passwords and other relevant information to continue operation have to be handed over to the KMO. (ALTERNATIVE: to the HP SG, represented by its chair).

- Task description of the HP KEYMARK secretariat


### 1.1 Coordination of meetings

The secretariat is responsible for coordinating all meetings held within the scope of the scheme:

- Heat Pump Scheme Group (HPSG) meeting (minimum 1 but commonly 2 meetings per annum); financial report and status quo report of the HP-Keymark scheme
- Steering Committee (SC) (on demand, minimum 2 meetings per annum, not expected to exceed 4 meetings per annum); status quo report of the HP-Keymark scheme
- Dedicated working group meetings (WG) (on demand, expected not to exceed 2 meetings during the duration of the assignment)
- Certification bodies WG (on demand, expected not to exceed 2 meetings during the duration of the assignment)
- Testing laboratories WG (on demand, expected not to exceed 2 meetings during the duration of the assignment)
- Inspector WG (on demand, expected not to exceed 2 meetings during the duration of the assignment)

The secretariat is in charge of:

- Sending the invitation to all members with full voting rights of a group as well as to guests
- Preparing a draft agenda in cooperation with the chair, collecting input and distributing a final agenda (which must include date and place of meeting)
- **The Agenda shall be sent one month prior to the meeting together with all related documents**
- Collecting confirmation of attendance

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- Organising meeting room and catering
- Preparing and filing an attendance list
- Drafting and circulating the minutes and all related documents either by mail or by link to the file location. Minutes shall be circulated no later than one month after the meeting.

## 1.2 Document management

HP KEYMARK secretariat is in charge of:

- **Collecting** the documents for all meetings from the respective parties
- **Numbering** the documents according to a defined nomenclature  
Every document related to the HP KEYMARK scheme and meetings shall be numbered in consecutive order
- **Format conversion**  
Working documents can be circulated in editable format  
All documents that have finally been agreed upon shall be converted into PDF files before circulation and storage. The secretariat shall keep an editable version in a separate folder and make this available upon request
- **Circulating** the documents to the correct recipients,  
All documents are to be circulated to all members of the respective group  
Documents related to the Steering Committee shall be circulated in that committee  
Documents discussed in working groups shall be circulated in the respective group  
Documents discussed in the HP SG shall be made available to all interested parties  
Scheme documents will be published on the website
- **Storing** the documents and make them available at any time to the correct recipient

## 1.3 Handling of input to documents

The HP KEYMARK secretariat is in charge of:

- Coordinating the input from working group members
- Collecting the comments to draft versions of the scheme documents
- Collecting the comments based on the agreed upon template file
- Documenting the answers to all comments made in the template
- Distributing all documents to the respective recipients


With regards to scheme document drafts, it is the responsibility of the secretariat to finalise these after discussion in the respective groups by:

- Updating the table of changes
- Updating revision number and date
- Reviewing the document and checking format, spelling and (non-technical) consistency

## 1.4 Document distribution

The HP KEYMARK secretariat is in charge of:

- Sending the finalised scheme documents to CEN (via the KMO).

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- Upon approval by the KMO
  - Informing HPSG members about new approved documents
  - Updating the website with new documents not later than 2 weeks after approval
  - Archiving superseded scheme documents

- Member lists

The HP KEYMARK Secretariat shall keep an updated member list for all groups. Lists shall contain name, organisation and contact details of all members. Lists shall be made public but contact details shall remain confidential.

- Website and database of certified products

The HP KEYMARK secretariat is in charge of developing and maintaining the European website of HP KEYMARK ([www.heatpumpkeymark.com](http://www.heatpumpkeymark.com)). The website shall be up-to-date with regards to:

- Listing of certificate holders
- Certificates
- Listing of recognised testing laboratories
- Listing of empowered certification bodies
- Listing of recognised inspectors
- Listing the update scheme documents
- News with respect of recognition and acceptance of the HP KEYMARK

The HP KEYMARK secretariat is also in charge of maintaining and updating the HP KEYMARK database.

All the costs related to above described operations shall be covered by HP KEYMARK secretariat.

- Invoicing

HP KEYMARK secretariat is in charge of invoicing certification bodies to collect the fees for the secretariat services as specified in Annex J to the scheme documents.

- Relation with KMO (KEYMARK Management Organisation)


The HP-KEYMARK secretariat is the contact point for the KMO and is in charge of collecting any information from CEN and for distributing them to correct recipients.

The HP KEYMARK secretariat is responsible for managing the communication with KMO as necessary.

- Marketing and communication

The HP KEYMARK secretariat is in charge of marketing the HP KEYMARK versus industry, national authorities and policy makers.

The HP KEYMARK secretariat is in charge of communicating the needed information to any interesting entity willing to join the HP KEYMARK.

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The HP KEYMARK secretariat shall advise manufacturers and distributors on how to obtain the Heat Pump KEYMARK certificate for their products.

- Reporting

In January each year the HP KEYMARK secretariat shall send the following to the Steering Committee members:

- A financial report and audit report for the previous year
- Assessment of the marketing actions done over the previous year
- Evaluation of the planned vs. executed activities

In March each year the secretariat shall present the annual final report for the previous year to the Scheme Group members.

In September each year The HP KEYMARK secretariat shall send the following to Steering Committee members:

- The preliminary budget and action plan for the coming year
- Marketing action plan for coming year

The report will have to be approved by the Steering Committee.

During the Steering Committee and Scheme Group meetings, the secretariat shall present the following:

- A report on the status of the HP KEYMARK scheme including e.g. updated information on the number of valid certificates, participating bodies, recognition of the scheme in European member states.