

# **INVITATION FOR PROVISION OF SERVICE**

**to**

## **IMPLEMENT A MULTI-NATIONAL ONLINE SURVEY ON ENERGY CITIZENSHIP**

**on behalf of**

**EnergyPROSPECTS (PROactive Strategies and Policies for  
Energy Citizenship Transformation)  
(Grant Agreement No: H2020/101022492)**

**Procurement process**

**24 July 2023**

**Validated by:**

**Nikolay Badinski**

**Executive Director**

**Applied Research and Communications Fund (ARC Fund)**



**Contractor: Applied Research and Communications Fund (ARC Fund)****Contract title:** Data collection for a multi-national (European) survey on energy citizenship**Scheduled for:** October 2023**Deadline:** The Applicant is requested to submit a description of the service and its quote by **01 September 2023**.**1. Introduction**

The EU funded research project EnergyPROSPECTS (PROactive Strategies and Policies for Energy Citizenship Transformation; <https://www.energyprospects.eu/>) aims to study the energy citizenship concept in theory and practice. Developing a broad understanding of energy citizenship, the project identifies and examines a range of cross-cutting issues in energy citizenship, based on extensive mapping of energy citizenship initiatives from across Europe. An important segment of the project is an **online citizen survey** to appraise the validity of various energy citizenship scenarios, which will lead to recommendations for harnessing energy citizenship to achieve the EU energy and decarbonisation goals.

The survey will involve 10,000 European residents (1,000 residents per each consortium partner country – Belgium, Bulgaria, France, Germany, Hungary, Ireland, Latvia, the Netherlands and Spain; and additional 1,000 (in total) from at least 10 other European countries – including non-EU member states and excluding Belarus, Russia and Ukraine). The survey will inquire how European residents perceive energy citizenship in terms of participation, empowerment, choices/options, opportunities and barriers.

**The Invitation for provision of service addresses this survey.****2. Information for submission****2.1 Contractor**

The planned survey in EnergyPROSPECTS is administered by Applied Research and Communications Fund (ARC Fund), Bulgaria, which issues the current Invitation for provision of service and will act as the Contractor on behalf of the EnergyPROSPECTS consortium. ARC Fund will be the main communication and reference point for the survey, and will supervise and support the implementation.



Applied Research and Communications Fund (ARC Fund)

Tax number: 000713587

Established at: 5, Alexander Zhendov st., 1113 Sofia, Bulgaria

Represented by: Nikolay Badinski, Executive Director

## 2.2 Applicant

The Applicant must be either a legal person or consortia of legal and/or natural persons. In case of a consortium, the consortium leader shall be responsible for all communications with the Contractor, and this should be marked clearly in the application.

Applications will not be considered if the Applicants are in any of the following situations:

- a) they have an opened bankruptcy proceedings, they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities;
- b) they have public law debt;
- c) they approach project partners for information concerning this present Invitation differently than prescribed in Article 9 herein.

Applicants must submit an official statement that the above situations a) and b) do not apply to them.

## 2.3 Definition of Contract

The Contractor will sign an assignment contract (henceforth: Contract) with the winning Applicant after closing the selection process.

## 2.4 Deadline and contact for submitting the application

The applications must be submitted in pdf format to the following email address:

[marko.hajdinjak@online.bg](mailto:marko.hajdinjak@online.bg)

To the attention of Mr. Marko Hajdinjak.

The following reference should be used in the title of the email: “EnergyPROSPECTS-SURVEY”.



The Contractor should be notified at the above email address until 24:00 CET on **18 August 2023** about the intention of submitting an application.

Deadline for submitting applications: 24:00 CET on **01 September 2023**.

Applications arriving after the deadline will be considered invalid.

### 3. Subject of the Invitation

This Invitation procedure is a competitive bidding procedure. It aims at concluding a one-off contract for the provision of the service described below. The Invitation is sent to specific sociological agencies, selected based on peer recommendation or the online investigation. The Invitation is also published on the websites of EnergyPROSPECTS project and of the Applied Research and Communications Fund (ARC Fund).

The successful Applicant will be expected to:

- carry out the technical execution of the survey (develop an attractive graphical solution<sup>1</sup> and user-friendly interface, code the questionnaire to the online format, enable the participation in the survey through a variety of devices). **IMPORTANT:** The survey will be conducted in eight (8) languages: Bulgarian, Dutch, English, French, German, Hungarian, Latvian, Spanish. This means that eight versions of the survey will need to be prepared;
- recruit 10,000 survey participants: 1,000 residents per each consortium partner country<sup>2</sup> – Belgium, Bulgaria, France, Germany, Hungary, Ireland, Latvia, the Netherlands, and Spain, and additional 1,000 participants in total from at least 10 other European countries (including non-EU member states and excluding Belarus, Russia and Ukraine);
- test the online survey together with project partners of the EnergyPROSPECTS consortium before making the final version available online;
- provide continuous maintenance support (correction of bugs, errors, etc.);
- collect the data (survey answers) and deliver it to the Contractor;

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<sup>1</sup> The graphical solution and the interface **HAVE** to comply with the Visual Guide of the EnergyPROSPECTS project and include the following compulsory elements:

- Project colours and logo
- EU funding text and logo.

This information will be provided to the Applicant at the time of the signing the Contract.

<sup>2</sup> 1,000 surveys per country is an approximation. Due to considerable differences in the size of the countries, it is very likely that the number of survey participants from various countries will differ. The exact parameters will be agreed with the winning Applicant. However, the minimum requirements will be at least 700 fully completed surveys for each of the nine countries and at least 8,000 fully completed surveys in total.

- ensure that the entire procedure is conducted in full compliance with the General Data Protection Regulation (Regulation (EU) 2016/679). To this end, all servers the Applicant will use for the execution of the survey and storage of the data have to be located within the EU.

The content of the online survey will be provided by the Contractor. The analysis of the data will be conducted by the Contractor.

Further details on the technical requirements to be fulfilled can be found in Article 8 (table).

The selected Applicant will be expected to inform the Contractor twice about the progress of the survey (10 and 20 days after the launch of the survey).

#### **4. Validity of the Invitation**

The Invitation is considered valid until the deadline specified. The Invitation will be considered valid if at least one valid (as per the requirements of Article 5 and Article 7 herein) application is received by the Contractor. If no applications are received by the specified deadline, the Invitation for provision of service will be repeated. If none of the received applications meets the requirements defined in point 7, the Invitation for provision of service will be repeated.

#### **5. Validity of the applications**

An application is **not valid** if

- a) it is submitted after the deadline;
- b) there are excluding causes in connection to the Applicants;
- c) the Applicant does not comply with the requirements defined in the Invitation.

Only the valid applications will be evaluated by the Contractor.

#### **6. Financial aspects**

The project has a **maximum budget of 60,000 EUR** for the completion of activities in the framework of the present Invitation.

The financial plan (budget) submitted by Applicants should contain comprehensible details related to the planned budget items. In particular, the financial plan has to clearly split the overall costs into an administrative portion and the foreseen costs of the incentives for participants. The latter need to be further divided per countries covered by the survey.



Applicants must bear in mind that the budget foreseen for this activity is distributed across nine EnergyPROSPECTS project partners. While the Applicant will sign the Contract **only** with the Contractor, **nine separate invoices will need to be issued** – one for each project partner. Each project partner will pay the respective share of the cost associated with the country in which the partner is based. These countries are Belgium, Bulgaria, France, Germany, Hungary, Ireland, Latvia, the Netherlands and Spain. The costs for each country will most likely differ, being dependent on the type and value of incentives for participants foreseen by the Applicant in each country, as well as the number of participants from each country. The Contractor, which is based in Bulgaria, will cover the costs associated to the survey implementation in Bulgaria, **and** the costs associated with the survey participants from other European countries (different from Belgium, Bulgaria, France, Germany, Hungary, Ireland, Latvia, the Netherlands and Spain).

The Contractor and other EnergyPROSPECTS project partners will accept invoices from the Applicant only after a Protocol of acceptance of the work has been signed between the Applicant and the Contractor. A Protocol of acceptance will be signed when the Contractor has received the complete dataset in the agreed upon format and the minimum requirements in terms of the number and demographic parameters of participants have been satisfied.

The invoices will be **paid within 14 days** after they have been received by the Contractor and other project partners.

If required, there is a possibility for payments in two instalments. Applicants should indicate in their proposals if they wish to take advantage of this opportunity. In such case, the project partners will make an advance payment of 50% of the contracted cost within 14 days upon signing the Contract, and make the final payment (50%) upon completion of work.

## 7. Selection of Applicants

The selection of Applicants will be made in the light of the criteria indicated below. All Applicants will be informed in writing of the outcome of the procedure.

The Contractor will examine the applications to assess if they comply with the format and content requirements of the Invitation, if they contain financial mistakes and if they can be considered complete.

Before conducting a thorough evaluation, the Contractor assesses if there are any excluding causes for the applications and establishes which applications are valid and ready for the detailed evaluation.

Only the valid applications will be evaluated by the Contractor.



Evaluation will be based on:

- (1) sound and well-designed workplan for satisfying the requirements listed in Article 3 (**max. 30 points**);
- (2) good and verifiable track record of previous implementation of multi-national online surveys and evidence that Applicant’s surveying quality allows scientific utilisation of the collected data (**max. 20 points**);
- (3) convincing recruitment strategy that will ensure the involvement of required number of participants from all target countries (**max. 20 points**);
- (4) the proposed price (**max. 30 points**);.

An example of the visual representation of previous online surveys implemented by the Applicant will be appreciated, either as a link, or as a set of screenshots.

The Contractor will sign a Contract only with the legal representative of the overall best Applicant.

The Contractor reserves the right to reject all applications, and thus declaring the selection process unsuccessful if none of the submitted applications fulfils all requirements, or if none of the submitted applications is scored at least 60 points during the evaluation.

If the application contains an unreasonably low quote, the Contractor will request further details or justification from the Applicant. The Contractor reserves the right not to accept an offer that can be considered as irrational from an economic point of view.

## 8. Application requirements and parameters

<b>Type of contract:</b>	One-off contract
<b>Duration:</b>	Until complete execution of the obligations of the parties
<b>Notification about intention:</b>	18 August 2023
<b>Enquiries and questions</b>	25 August 2023
<b>Email for questions:</b>	<a href="mailto:marko.hajdinjak@online.bg">marko.hajdinjak@online.bg</a>
<b>Submission of applications:</b>	01 September 2023
<b>Email for submission of applications:</b>	<a href="mailto:marko.hajdinjak@online.bg">marko.hajdinjak@online.bg</a>



<b>Evaluation of applications and notifications on evaluation:</b>	08 September 2023
<b>Signing of the contract:</b>	15 September 2023
<b>Coding of the questionnaires into the online survey (versions in 8 languages):</b>	30 September 2023
<b>Testing of the survey</b>	13 October 2023
<b>Expected starting date of survey:</b>	16 October 2023
<b>Expected end date of survey:</b>	15 November 2023
<b>Countries:</b>	<ol style="list-style-type: none"> <li>1. Nine core countries: <b>Belgium, Bulgaria, France, Germany, Hungary, Ireland, Latvia, the Netherlands, Spain.</b></li> <li>2. At least 10 other European countries (including non-EU member states and excluding Belarus, Russia and Ukraine).</li> </ol>
<b>Languages:</b>	<ol style="list-style-type: none"> <li>1. The survey will be conducted in the official languages of the nine core countries: Bulgarian, Dutch, English, French, German, Hungarian, Latvian, Spanish. The translation will be provided by the EnergyPROSPECTS partners.</li> <li>2. The survey will be conducted in English in other European countries.</li> </ol>
<b>Duration:</b>	<ol style="list-style-type: none"> <li>1. Approximately 25-30 min.</li> <li>2. Only multiple choice questions.</li> </ol>
<b>Sample:</b>	<ol style="list-style-type: none"> <li>1. <b>N = 1000 per each of the nine core countries</b> (approximately – may differ between countries).</li> <li>2. <b>N = 1000 in total for all other countries.</b></li> <li>3. There are no strict requirements about the demographic parameters (e.g. age, gender, income categories) of the sample, but a diversity of respondents needs to be guaranteed. Exact parameters will be agreed with the Applicant after the selection process.</li> <li>4. Recruitment into the sample needs to be randomised.</li> </ol>
<b>Testing:</b>	<ol style="list-style-type: none"> <li>1. Please provide in your cost estimate a pre-test step, where the survey is tested on a sample of ~10 respondents in each of the core countries prior to the full roll-out of the survey.</li> <li>2. After the evaluation of the testing results, minor changes and adjustments to the questionnaire are possible.</li> </ol>
<b>Incentives to survey participants:</b>	Standard incentives according to the Applicant's usual practices





<b>Recruitment of participants:</b>	<ol style="list-style-type: none"> <li>1. Respondents are recruited by the Applicant according to the agreed quotas on demographic characteristics per country.</li> <li>2. The Applicant ensures that at least the contracted number of participants complete the survey with no missing answers.</li> </ol>
<b>Mid-survey verification and reporting:</b>	The Applicant informs the Contractor about the survey progress (the number of participants having completed the survey) twice while the survey is active – on the 10 <sup>th</sup> and on 20 <sup>th</sup> day after the survey launch.
<b>Extension of the survey duration:</b>	Based on the response rate, a decision will be made to prolong the survey for additional 10 days, if necessary. Only one potential 10-day extension is foreseen.
<b>Data delivery:</b>	The Applicant will provide the Contractor the annotated data file in an SPSS or Excel file, or another agreed upon format. The final data needs to encompass responses from all respondents that have completed the entire survey. Partially completed surveys will not be considered.

## 9. Contact information

All enquiries in connection to the administrative part of the Invitation or the technical content and design requirements of the survey shall be made in writing no later than by **17:00 CET on 25 August 2023** to the following address:

E-Mail: [marko.hajdinjak@online.bg](mailto:marko.hajdinjak@online.bg)

Marko Hajdinjak

Reference in subject: “Question EnergyPROSPECTS-SURVEY”.

Responses to all questions received will be sent to all Applicants and will also be made public on the project website (<https://www.energyprospects.eu/>).

Any attempt by any applicants to influence the Contractor or any of their employees in the selection process will result in the immediate exclusion from the process.

## 10. Risks of the Applicant

The Contractor declares that every Applicant enters the selection process on its own risk, and all costs occurring in connection to the application must be borne by the Applicant. The Contractor cannot be made accountable for these costs and risks.



## 11. Reservation of rights

The Contractor reserves the right to

- declare the selection process unsuccessful and close the process without any justification or signing a Contract with anyone in case of unfavourable applications (i.e. none of the submitted applications fulfils all requirements, or if none of the submitted applications is scored at least 60 points during the evaluation).
- select the best offer from the Contractor's point of view.

In case the winning Applicant withdraws from the process, the Contractor reserves the right to start negotiations with the second-best offer and sign the Contract with its legal representative.

In case the Contract cannot be signed with the winning Applicant within 15 days after the announcement of the winner due to reasons arising on the Applicant's side, the Contractor reserves the right to enter into negotiations with the second-best offer and sign the Contract with its legal representative.

As a general rule the governing law of the selection and contracting process is the Bulgarian legislation.

The Applicants understand that announcement of the winner of the selection process does not automatically initiate a contractual relationship between the Contractor and the winning Applicant, which is only established by signing the Contract.

