Memorandum of Information European tender 'Support services for CA Energy Efficiency Directive 4'
Date: 17 November 2026

In this Memorandum of Information, the contracting authority provides answers to the questions asked and remarks posted in the context of the above-mentioned European tender. This Memorandum of Information forms an integral part of the tender document 'Support services for CA Energy Efficiency Directive 4 (with reference IUC202610032).

Nr.	Chapter/ Paragraph from the tender document	Question	Answer
1	Section 2.1.1 General context and current situation	Regarding the Plenary Meetings that are included in the contract. In the table on page 8, it makes reference to the PMs that are included in the contract with the final three being budget permitting, but as the direct costs for the first one in Brussels is not included in the tender budget (however we assume staff hours to organise the meeting are included?), are there actually only two PMs that are budget permitting? With Italy through to Estonia being included in the tender? If there are direct costs for PMs from Italy through to Estonia, there would need to be staff time for each of these PMs as well as staff time to deliver the comms and logistics for the 1st PM in Brussels.	No, there are three PMs that are budget permitting (Estonia, Bulgaria and Austria), as indicated on page 8 of the tender document. For the first PM in Brussels, staff hours to organize the meeting are included in the tender budget. The three budget-permitting PMs are not included in the tender budget, both regarding direct costs and staff costs, and can only be assigned based on the amendment clause in section 2.4.1 of the tender document.
2	Section 2.1.1 General context and current situation	Question regarding Study Visits and Solution Labs - is it envisaged there will be one in-person Solution Lab with the contractor will have budget to cover the meeting facilities, and two study visits that the Contractor will support the organisation of but will not have budget to cover the meeting facilities? On page 9 it says 'The Contractor will also support MS with the organisation of Study Visits or Solution Labs. However, in this case this does not include contracting meeting facilities and equipment or dinner arrangements.',	Correct. The tender budget for the Study Visits and Solution Labs includes the support of the MS with the organisation of the Study Visits or Solution Labs. For the Study Visits, the hosting country will arrange the meeting facilities. For the (one) Solution Lab, contracting the meeting facilities (including lunches and coffee/tea breaks) is the responsibility of the Contractor and this is included in the budget.

		however then on page 11 under the 'Organisation of a 2-day live Solution Lab' it says 'Contracting the hotel for the meeting facilities, including lunches and coffee/tea breaks; note that the contract includes the costs for the meeting facilities'. Please clarify what should be built into the budget.	
3	Section 2.1.2 Component 3: Communication, exploitation and dissemination of results activities	Regarding the visual identity of the Action, will the existing branding continue to be used or will there be a redevelopment of the branding and image?	The existing branding will continue to be used. Beneficiaries of EU funding must display the EU flag and funding statement in all their communication and dissemination activities funded by the grant. This section within the CA EED branding will be adjusted to align with the obligations set out in the new Grant Agreement.
4	Section 2.1.2 Component 1: Logistics for (virtual) meetings	Document mentions that in case of a virtual PM and other associated meetings, the meetings would be organised via Webex. Is Webex fixed as the platform for this or is there scope to host via another platform if we will be contracted the platform for the service?	Yes, it is allowed to host via another platform, if this is agreed upon by the Management Team.
5	Section 2.1.2 Component 1: Logistics for (virtual) meetings	Can you clarify what is meant by 'streaming facilities' for live meetings.	Streaming facilities mean the functionality that video and audio are streamed at a live meeting and sent real-time to participants connected remotely.
6	Sections 3.5.2 to 3.5.4 of the Tender Document, Clauses 4.1 to 4.3 of the draft contract	Could you please clarify how many webinars are expected to be delivered as part of this service? Reference: Component 3: Communication, exploitation and dissemination of results activities.	Three (3) webinars are expected to be delivered.
7	Sections 3.5.2 to 3.5.4 of the Tender Document, Clauses 4.1 to 4.3 of the draft contract	Section 3.5 of the Tender Document requires the Tenderer to identify applicable VAT and makes the Contractor liable for any VAT arising from incorrect treatment. The draft contract also states that the maximum contract amount is excluding VAT and covers all services and materials. For the avoidance of doubt, where the Contractor incurs VAT charged by third-party suppliers in delivering the Contract, for example on venues, catering, accommodation, transport,	1. Yes, this should be included in the all-in maximum price. “Excluding VAT” refers to the VAT on the Contractor's own services and not to the irrecoverable (supplier) VAT that is part of the Contractor's cost price. 2. No, this may not be invoiced in addition to the maximum price. 3. It is not necessary to show this overview.

		website services or other external services, and that VAT is not recoverable by the Contractor: 1. Should that irrecoverable supplier VAT be included as a cost within the Tenderer's fixed all-in maximum price of €1,150,000 excluding VAT? 2. Or may it be invoiced to the Contracting Authority in addition to the fixed maximum price, where supported by the relevant supplier invoice? 3. If it must be included within the fixed maximum price, should the budget overview show the irrecoverable VAT within the relevant direct-cost categories?	

General note by Contracting Authority:

As the publication of this Memorandum of Information (MOI) took place one day later than originally scheduled, the tender planning has been adjusted accordingly. In particular, the deadline for the submission of Tenders has been extended by one day. The revised tender planning is set out below:

- **1 December 2026, 10:00 AM CET** – Deadline for the receipt of Tenders and opening of Tenders by the Tendering Authority.
- **2 up to and including 23 December 2026** – Assessment of Tenders.
- **24 December 2026** – Announcement of the award of the Contract.
- **13 January 2027** – Deadline for the winning Tenderer to provide the evidence requested by the Tendering Authority.
- **18 January 2027** – Deadline for asking questions and/or filing an application for a preliminary injunction in relation to the announcement of the award of the Contract.
- **19 January 2027** – Starting date of the Contract.

All other aspects of the tender procedure remain unchanged.