

Brussels, 15/03/2018

Joint Action 2016

GA N° 739851

Call for Tender for Test Laboratories

Product Activity - Electrical Appliances 2 - Hair Care

1. Background

PROSAFE is an international non-governmental organisation established in 1991 by market surveillance officers from various countries throughout Europe. Its main aim is to contribute to the safety of products and services by promoting best practices in market surveillance. Since 2006, PROSAFE has established itself as the organising and coordinating body for Joint Market Surveillance Actions in Europe. PROSAFE's official name is "Stichting PROSAFE". It is a foundation under Dutch law.

PROSAFE's main task is to coordinate Joint Actions. Each Joint Action comprises a number of work packages that target specific product groups, and a number of activities aiming at developing methods and best practices.

In 2016, PROSAFE became the coordinator for the Joint Market Surveillance Action 2016. However, the Market Surveillance Authorities from the following Member States will carry out market surveillance actions under this Joint Market Surveillance Action 2016, including sampling: Bulgaria, Czech Republic, Cyprus, France, Finland, Lithuania, Latvia, Poland, Malta, Slovakia, Romania, Sweden and Croatia. The Action started in September 2017 and will end in October 2019. One of the product-specific activities in the Joint Action will address household hair dryers, curling tongs and hair straighteners.

The Joint Action identifies a number of roles and responsibilities:

- A Project Leader for the Joint Action has been appointed. He is responsible for the performance, reporting and coordination of the Activity Leaders;
- A Member State representative from Poland has been selected as Activity Leader responsible for carrying out the Activity on household electrical appliances;
- An external consultant, Andrew Gordon, has been selected as Activity Coordinator responsible for the daily coordination of the Activity on household electrical appliances;
- PROSAFE's Executive Director is responsible for the general and financial management of the Joint Action. He is supported in this task by the Deputy Executive Director.
- The financial and project administration is handled by the PROSAFE Office.

2. The scope of the tender

An important part of the Joint Action is the testing of a number of household hair care appliances. Within this Joint Action, these appliances will include **HAIR DRYERS**, **CURLING IRONS** and **HAIR STRAIGHTENERS**. Examples are shown below.



The agreement foresees the testing of approximately 120 different products (40 hair dryers, 40 curling irons and 40 hair straighteners) to the latest valid editions of EN 60335-1 and EN 60335-2-23. Testing will be restricted to certain clauses and test methods from the standards. Full details can be found within **Appendix I**. PROSAFE is calling for one or more laboratories to undertake this testing.

The purpose of the testing is to evaluate whether a particular product is safe and complies with the safety objectives of the EU Low Voltage Directive 2014/35/EU.

The task comprises the following services:

- Testing of approximately 120 products divided equally between hair dryers, curling irons and hair straighteners. The precise number of samples may deviate from this budget value. It will be determined by the Activity Leader and the Activity Coordinator during the course of the Action. Testing of further samples might be requested by individual Member States in this Joint Action in which case this would be funded outside the financial scheme of the Action.
- The Activity may ask the laboratory to participate in one or more project meetings, for instance to explain test methods or test results to the Member States.
- The Activity may ask the laboratory to host a project meeting for the representatives from the sampling Member States and assist with the risk assessment process following product testing.

The aforementioned Market Surveillance Authorities will provide the samples of each product type. The Member States intend to provide one sample of each product type for the examination and testing but it might be possible to provide a second sample if necessary. The laboratory must confirm if more than one sample is required to complete the testing requirements, for example a second sample for mechanical strength testing/abnormal operation. Additional samples will most likely be provided if a product fails destructively at any point during the testing.

Each sample will be sent to the laboratory directly from the Member States. It will be accompanied by a list that identifies the sample, the Joint Action, the submitting Member State and specific requirements for the testing, if any.

The testing is provisionally planned to start 1st August 2018 and end 30th November 2018. This timeline may change but the laboratory must start testing before all samples are received.

It is emphasised that PROSAFE may decide to assign the testing to more than one laboratory.

3. Requirements, tenderer

The main requirements for undertaking the assignment are:

- Ability to carry out the test required (see Appendix I for more details)
- Accreditation according to EN ISO/IEC 17025 or similar for the required standards and tests.
- Full independence from manufacturers, importers or other economic operators in the market for household hair dryers, curling tongs and hair straighteners.
- Excellent active and passive knowledge of the English language. Preferably good knowledge of other official European languages.

The following management requirements apply:

- It is the responsibility of the laboratory to carry out its testing and calibration activities in such a way as to meet the respective requirements of the tender specifications.
- The laboratory shall have managerial and technical personnel who have the authority and resources needed to carry out their duties.
- The laboratory shall provide adequate supervision of testing and calibration staff by persons familiar with methods and procedures, purpose of each test and/or calibration, and with the assessment of the test or calibration results.
- The laboratory shall establish and maintain procedures for the review of requests. The policies and procedures for these reviews leading to a contract for testing and/or calibration shall ensure that the laboratory has the capability and resources to meet the requirements.
- Any differences between the request and the contract shall be resolved before any work commences.

- The Activity Coordinator shall be informed immediately of any deviation from the contract.
- The laboratory shall establish and maintain procedures for identification, collection, indexing, access, filing, storage, maintenance and disposal of quality and technical records.
- The laboratory shall have procedures to protect and backup records stored electronically and to prevent unauthorized access to or amendment of these records.

The following requirements regarding the technical skills apply:

- The laboratory management shall ensure the competence of all who operate specific equipment, perform test and/or calibrations, evaluate results, and sign test reports and certificates. When using staff undergoing training, appropriate supervision shall be provided. Personnel performing specific tasks shall be qualified based on appropriate education, training, experience and/or demonstrated skills, as required.
- Laboratory facilities for testing and/or calibration, including but not limited to energy sources, lighting and environmental conditions, shall be such as to facilitate correct performance of the tests and/or calibrations.
- All equipment used for tests and/or calibrations, including equipment for subsidiary measurements having a significant effect on the accuracy or validity of the result of the test, calibration or sampling, shall be calibrated before being put into service.
- The laboratory shall have due experience in the field of electrical safety testing and experience of cooperation with Market Surveillance Authorities.
- The laboratory shall have experience in performing tests related to household hair dryers, curling tongs and hair straighteners according to the standards mentioned and in interpreting test results and classification issues.

The following requirements apply to subcontracting:

- PROSAFE does not accept that the selected laboratory further subcontracts the testing services.
- If the need to subcontract becomes apparent only after the work has been commissioned, the laboratory must ask for PROSAFE's Executive Director's permission before such a decision is adopted.

4. Requirements, quotation

The tenderer is requested to quote prices for the following services in line with the detailed specifications given in Appendix I:

- 1) Testing compliance of the products with the safety requirements in the aforementioned standards (see Appendix I for full details). The quote must be per clause, per sample.
- 2) Producing a test report for each sample with the findings from 1) above. The test report must indicate the measured value for each property, not only "failed/passed" and must include uncertainty of measurement where applicable.
- 3) Major nonconformities must be explained in the test report along with a statement as to whether the nonconformity is a departure from the safety objectives of the EU Low Voltage Directive 2014/35/EU.
- 4) Producing an overview table with the findings from 1) above for all received samples.

The tenderer must quote all prices in EUR including VAT at the corresponding national rate. PROSAFE is not able to recover VAT and does not accept the reverse charge method.

The tenderer must explain where the testing will take place (which country) and whether the testing will be conducted in a different location/country than the location of the company submitting the bid. For practical reasons, PROSAFE will only in exceptional cases engage with laboratories where the testing is going to take place outside the EU/EEA countries.

The tenderer must describe his qualifications and experience in line with the above-mentioned requirements.

5. Deadline

Quotations shall be sent to the offices of PROSAFE Office in hardcopy (Avenue des Arts/Kunstlaan 41, 2nd floor, B-1040 Brussels, Belgium) and via email to info@prosafa.org.

The email shall be copied to the Activity Coordinator, Andrew Gordon and the Activity Leader, Katarzyna Bednarz using the following email addresses:

(a.gordon@prosafe.org) (katarzyna.bednarz@uokik.gov.pl)

Quotations shall be received at PROSAFE no later than 12noon on **Friday 13th April 2018** (Time Zone: GMT +1 hour). Quotations received after the deadline will be rejected.

6. Selection process

The selection will be based on the following criteria:

- The tenderer's ability to carry out the specific tests;
- The tenderer's experience with testing of household hair dryers, curling tongs and hair straighteners.
- The tenderer's prior experience of cooperation with market surveillance authorities
- The tenderer's formal qualifications, e.g. accreditation(s), participation in standardisation activities).
- The tenderer's ability to comply with "PROSAFE's General Conditions for Tender;
- The tenderer's ability to offer value or money;
- Price including VAT.
- Delivery time.
- Terms of delivery.
- The tenderer's ability to supply additional services to the Joint Action such as filming parts of the testing.
- The tenderer's ability to serve individual Member States with testing advice of household hair dryers, curling tongs and hair straighteners outside the Joint Action.
- PROSAFE's general impression of the tenderer's ability to undertake the job.

The selection will follow a 2-stage process. First, one or more laboratories will be shortlisted based on the received tenders. Second, a meeting may be arranged between representatives from the Joint Action and representatives from the shortlisted laboratory(-ies) in their premises to allow a more thorough discussion of the assignment.

The tenderer must include information on each of the aspects listed below and the tenderer is invited to provide additional information to ease PROSAFE's evaluation of the services being offered, the prices and other aspects related to the selection criteria as mentioned above.

Please include information on each of the following:

Formal qualifications of the laboratory (e.g. accreditation[s]) and expertise of staff working on these samples:

In particular, documents to confirm that the laboratory is accredited according to EN ISO/IEC 17025 where the accreditation schedule should include the latest valid editions of EN 60335-1 and EN 60335-2-23. Also, details on the number of experts / staff that would be involved in the testing, including copies of their CVs or information on the respective experts working in the laboratory.

Experience with testing hair care products:

Make reference to the number of household hair dryers, curling tongs and hair straighteners tested by the laboratory according to EN 60335-1 and EN 60335-2-23 over the last 3 years. Include any additional information to further explain the experience that the laboratory has in testing household electrical appliances.

Cooperation with market surveillance authorities:

Details of previous experience of cooperation with market surveillance authorities in relations to product safety testing and regulatory compliance matters.

Standardisation activities:

Detail the respective technical standardisation committees and working groups within standardisation bodies which the laboratory has participated in during the last three years in relation to EN 60335-1 and EN 60335-2-23 or similar.

Delivery time & terms of delivery:

State whether the dates given in the tender document are achievable. If not, how many weeks would be needed to test and finalize all test reports for 120 samples, assuming testing begins on or before 1st August 2018. Also state the total number of samples of each product type required to complete the testing.

Ability to supply additional services to the Joint Action:

A technical expert from the laboratory may be invited to participate in one or more project meetings to give explanations to the Member States on test methods, sampling, test results, etc. Indicate any costs related to attendance by the Laboratory Representative/Expert in meetings held in Brussels.

Costs associated with storage and/or disposal of samples:

Include full details of any costs of this nature.

Possibility of organising a JA2016 Household Electrical Appliances Meeting at the premises of the laboratory:

One of the joint action group meetings (mainly made up of representatives of the 13 respective market surveillance authorities) will be organised at the premises of the laboratory if this is possible. The scope of such a meeting is to discuss directly the test results of the samples tested and for the representatives from the respective market surveillance authorities to see the actual non-compliances and better understand the test procedures carried out on such samples. Indicate whether the laboratory is able to host a two-day group meeting at its premises and if so whether additional charges will be incurred by PROSAFE.

Sample test report:

Include a sample test report in English, showing the structure of the report and including the type of photos taken to ensure that the non-compliances are well explained/exhibited within the report for each sample tested.

Detailed overview of test results:

The laboratory must provide the Activity Coordinator with a detailed overview of testing results. This may require several iterations, as the overview document should reflect the ongoing progress of testing.

Final reports:

The laboratory will be required to prepare a test report in Microsoft Word format for each sample tested. The front page of each test report must include the address of each responsible authority and the address details will be provided by PROSAFE. The laboratory must prepare an electronic copy of each test report in PDF format and a hard copy of each test report must be sent by post to each responsible authority upon completion and final review by PROSAFE of the test results.

Additional information:

Please include any additional information that will help PROSAFE to better ascertain the laboratory services being offered.

7. Further information

The contract will be signed under Dutch legislation.

Further information regarding the task and the selection procedure can be obtained from the Activity Coordinator at the address:

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With best regards,



Nicolaas Olie
Executive Director