



## CALL FOR TENDERS

### FOR THE PROVISION OF WEB CONTENT MANAGEMENT SERVICES FOR THE INFORMATION SOCIETY DEPARTMENT

**2019/AO/90**

<b>Object of the procurement procedure ►</b>	Purchase of web content management services for the Information Society Department
<b>Project ►</b>	Programme for the Promotion of the Freedom of Expression and Data Protection.
<b>Organisation and buying entity ►</b>	Council of Europe Information Society Department
<b>Type of contract ►</b>	<b>One-off contract</b>
<b>Duration ►</b>	Until complete execution of the obligations of the parties (See Article 2 of the Legal conditions as reproduced in the Act of Engagement)
<b>Expected starting date ►</b>	01 January 2020
<b>Tender Notice Issuance date ►</b>	17 October 2019
<b>Deadline for tendering ►</b>	<b>07 November 2019</b>

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This Tender File contains:

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The TERMS OF REFERENCE describe what will be expected from the selected Providers.
- **The TENDER RULES**..... 6  
The TENDER RULES explain the procedure through which the tenders will be submitted by the tenderers and assessed by the Council of Europe.
- **The ACT OF ENGAGEMENT (See Document attached)** is the document formalising the consent of the Parties to be bound by the LEGAL CONDITIONS, which are the legal provisions which will be applicable between the Council of Europe and the selected Providers. It also contains the TABLE OF FEES, which indicates the applicable fees, throughout the duration of the contract.

## HOW DOES A ONE-OFF CONTRACT WORK?

**SELECTION** of one qualified Provider through a call for tenders and signature of a One-off contract with the selected Provider.

**EXECUTION** as from the date of signature of the contract, unless the contract provides otherwise.

## HOW TO SUBMIT A TENDER?

**STEP 1:** Read the **TENDER FILE**

**STEP 2:** Complete the **ACT OF ENGAGEMENT** and collect the required **SUPPORTING DOCUMENTS**, as listed in section F of the terms of reference (below).

**STEP 3:** Send your **TENDER**, in accordance with the Tender Rules

# **PART I –TERMS OF REFERENCE**

## **CALL FOR TENDERS**

### **FOR THE PROVISION OF WEB CONTENT MANAGEMENT SERVICES**

### **FOR THE INFORMATION SOCIETY DEPARTMENT**

### **2019/AO/90**

#### **A. BACKGROUND**

The Council of Europe is currently implementing the Programme for the Promotion of the Freedom of Expression and Data Protection.

The [Freedom of Expression](#) and the [Data Protection](#) websites are used to store and share information with multiple stakeholders inside and outside of the Organisation: expert groups, participants in events and activities, cooperation projects' teams, professionals and professional associations, as well as partner state institutions and private companies. Furthermore, websites aim to inform the public at large about Council of Europe's policies and activities in the fields of Internet, Media and Data Protection. The Information Society Group Facebook page is aimed at further amplifying and promoting the content of the website and equally informing widely on new policies and activities in the connected areas of Media, Internet Governance, Data Protection, Cybercrime and Artificial Intelligence thus promoting the protection of human rights online and offline. These web content management activities are part of the implementation of the Information Society Department (ISD) [Communication Strategy](#).

The Council of Europe is looking for a Provider in order to support the implementation of the project with a particular expertise on web content management.

This Contract will take effect on 1 January 2020 and it is concluded until 31 December 2020. It will be renewed, on an annual basis, for a total duration of up to five years, according to the conditions laid down in Article 2 of the Act of Engagement.

#### **B. EXPECTED SERVICES**

The expected deliverables are described in **Section A of the Act of Engagement** (See attached).

#### **C. FEES**

Tenderers are invited to indicate their fees, by completing the table of fees, as attached in Section A of the Act of Engagement. These fees are final and not subject to review.

#### **Providers subject to VAT**

The Provider, **if subject to VAT**, shall also send, together with each signed Form, a quote<sup>1</sup> (Pro Forma invoice) and including:

- the Service Provider's name and address;
- its VAT number;
- the full list of services;
- the fee per type of deliverables (in the currency indicated on the Act of Engagement, tax exclusive);
- the total amount per type of deliverables (in the currency indicated on the Act of Engagement, tax exclusive);
- the total amount (in the currency indicated on the Act of Engagement), tax exclusive, the applicable VAT rate, the amount of VAT and the amount VAT inclusive.

Should the Provider be willing to further break down its financial offer, it is invited to do so on a separate sheet, attached to the other supporting documents.

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<sup>1</sup> It must strictly respect the fees indicated in the Act of Engagement. In case of non-compliance with these fees, the Council of Europe reserves the right to terminate the Contract with the Provider, in all or in part.

Tenders proposing fees above the exclusion level indicated in the Table of fees will be **entirely and automatically** excluded from the tender procedure.

#### **D. HOW WILL THIS ONE-OFF CONTRACT WORK?**

Once this consultation and the subsequent selection are completed, you will be informed accordingly. Deliverables will then be carried out in compliance with the description of deliverables as provided in the Act of Engagement. The Provider will be responsible for providing any deliverable before the deadline(s) fixed in the Act of Engagement.

#### **E. ASSESSMENT**

*Exclusion criteria* (by signing the Act of Engagement, you declare on your honour not being in any of the below situations) <sup>2</sup>

Tenderers shall be excluded from participating in the tender procedure if they:

- have been sentenced by final judgment on one or more of the following charges: participation in a criminal organisation, corruption, fraud, money laundering;
- are in a situation of bankruptcy, liquidation, termination of activity, insolvency or arrangement with creditors or any like situation arising from a procedure of the same kind, or are subject to a procedure of the same kind;
- have received a judgment with res judicata force, finding an offence that affects their professional integrity or serious professional misconduct;
- do not comply with their obligations as regards payment of social security contributions, taxes and dues, according to the statutory provisions of their country of incorporation, establishment or residence;
- are or are likely to be in a situation of conflict of interests.

#### *Eligibility criteria*

Tenderers shall demonstrate that they fulfil the following criteria (to be assessed on the basis of all supporting documents listed in Section F):

- Minimum 2 years of experience with managing Websites and Facebook pages
- Studies in communication and one or more of the following: law, international relations, media and journalism
- Minimum 3 months of experience with Liferay and RMS

#### *Award criteria*

- Quality of the offer (60%), including:
  - Methodology proposed - 15%
  - Capacity to respect the level of service requested – 15%
  - Capacity to meet the relevant deadlines – 15%
  - Capacity to draft high-quality texts in English and to ensure the provision of high-quality translations from English to French and vice versa – 15%
- Financial offer (40%).

The Council reserves the right to hold interviews with eligible tenderers.

**Multiple tendering is not authorised.**

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<sup>2</sup> The Council of Europe reserves the right to ask tenderers, at a later stage, to supply the following supporting documents:

- An extract from the record of convictions or failing that an equivalent document issued by the competent judicial or administrative authority of the country of incorporation, indicating that the first three requirements listed above under "exclusion criteria" are met;
- A certificate issued by the competent authority of the country of incorporation indicating that the fourth requirement is met.

## **F. DOCUMENTS TO BE PROVIDED**

- **Two** completed and signed copies of the Act of Engagement.<sup>3</sup>
- For tenderers subject to VAT only: **a quote, describing their financial offer**, in line with the requirements of section C of the Tender File (see above);
- Registration documents, for legal persons only
- CV, Motivation letter, 3 referees' contact details
- A full description of the web content management methodology proposed by the tenderer, including examples of previous work and a description of the quality control requirements to be put in place in order to ensure that the level of service is respected and that the contractual deadlines are met.

**All documents shall be submitted in English, failure to do so will result in the exclusion of the tender. If any of the documents listed above are missing, the Council of Europe reserves the right to reject the tender.**

**The Council reserves the right to reject a tender if the scanned documents are of such a quality that the documents cannot be read once printed.**

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<sup>3</sup> The Act of Engagement must be completed, signed and scanned in its entirety (i.e. including all the pages). The scanned Act of Engagement may be sent page by page (attached to a single email) or as a compiled document, although a compiled document would be preferred. For all scanned documents, .pdf files are preferred.

# PART II – TENDER RULES

## CALL FOR TENDERS FOR THE PROVISION OF CONTENT MANAGEMENT SERVICES FOR THE INFORMATION SOCIETY DEPARTMENT 2019/AO/90

### ARTICLE 1 – IDENTIFICATION OF THE CONTRACTING AUTHORITY

#### 1.1 Name and address

##### COUNCIL OF EUROPE

Information Society Department

#### 1.2 Background

The activities of the Organisation are governed by its Statute. These activities concern the promotion of human rights, democracy and the rule of law. The Organisation has its seat in Strasbourg and has set up external offices in about 20 member and non-member states (in Ankara, Baku, Belgrade, Brussels, Bucharest, Chisinau, Erevan, Geneva, Kyiv, Lisbon, Moscow, Paris, Podgorica, Pristina, Rabat, Sarajevo, Skopje, Tbilisi, Tirana, Tunis, Warsaw, Venice and Vienna).

Council of Europe procurements are governed by the Financial Regulations of the Organisation and by Rule 1395 of 20 June 2019 on the procurement procedures of the Council of Europe.

The Organisation enjoys privileges and immunities provided for in the General Agreement on Privileges and Immunities of the Council of Europe, and its Protocols, and the Special Agreement relating to the Seat of the Council of Europe.<sup>4</sup>

Further details on the project are provided in the Terms of Reference.

### ARTICLE 2 – VALIDITY OF THE TENDERS

Tenders are valid for 120 calendar days as from the closing date for their submission.

### ARTICLE 3 – DURATION OF THE CONTRACT

The duration of the framework contract is set out in Article 2 of the Legal Conditions in the Act of Engagement.

### ARTICLE 4 – CHANGE, ALTERATION AND MODIFICATION OF THE TENDER FILE

Any change in the format, or any alteration or modification of the original tender will cause the immediate rejection of the tender concerned.

### ARTICLE 5 – CONTENT OF THE TENDER FILE

The tender file is composed of:

- Technical specifications/Terms of reference;
- Tender rules;
- An Act of Engagement, including the Legal Conditions of the contract.

### ARTICLE 6 – LEGAL FORM OF TENDERERS

The tenderer must be either a natural person, or a legal person except consortia.

### ARTICLE 7 – SUPPLEMENTARY INFORMATION

General information can be found on the website of the Council of Europe: <http://www.coe.int>

Other questions regarding this specific tendering procedure shall be sent at the latest **one week before the deadline for submissions of tenders**, in English, and shall be exclusively sent to the following address: [freedomofexpression@coe.int](mailto:freedomofexpression@coe.int)

This address is to be used for questions only; for modalities of tendering, please refer to the below Article.

### ARTICLE 8 – MODALITIES OF THE TENDERING

Tenders must be sent to the Council of Europe **both electronically and in paper hardcopy**.

**Electronic copies** shall be sent only to [cdm@coe.int](mailto:cdm@coe.int). Tenders submitted to another e-mail account will be excluded from the procedure;

**Paper hardcopies** shall be sent in A4 format (21x29.7 cm) by post, as specified below:

- Tenders shall be submitted in a sealed envelope. The first sealed envelope shall be placed inside a second envelope addressed to the Tenders Board, showing the file reference number and object, as follows:

COUNCIL OF EUROPE  
For the attention of the Tenders Board  
**CALL FOR PROVISION OF CONTENT MANAGEMENT  
SERVICES FOR THE INFORMATION SOCIETY DEPARTMENT  
2019/AO/90**  
B.P. 7  
F – 67075 STRASBOURG Cedex  
**FRANCE**

- Tenderers are requested to indicate their names and address on the outside envelope for identification purposes.
- Tenders submitted to another postal address will be excluded from the procedure.

### ARTICLE 9 – DEADLINE FOR SUBMISSION OF TENDERS

The deadline for the submission of tenders is 31 October 2019 as evidenced by the postmark, or by the receipt of delivery provided by the dispatching company.

### ARTICLE 10 – ASSESSMENT OF TENDERS

Tenders shall be assessed in accordance with Rule 1395 of 20 June 2019 on the procurement procedures of the Council of Europe. Assessment shall be based upon the criteria as detailed in the Terms of Reference.

### ARTICLE 11 – NEGOTIATIONS

The Council reserves the right to hold negotiations with the bidders in accordance with Article 20 of Rule 1395.

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<sup>4</sup> Available on the website of the Council of Europe Treaty Office: [www.conventions.coe.int](http://www.conventions.coe.int)

# FINAL CHECK LIST

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## 1) BEFORE SENDING YOUR TENDER, CHECK THAT IT INCLUDES:

- **Two** completed and signed copies of the Act of Engagement.
  - For tenderers subject to VAT only: **a quote, describing their financial offer**, in line with the requirements of section C of the Tender File (see above);
  - Registration documents, for legal persons only
  - CV, Motivation letter, 3 referees' contact details
  - A full description of the web content management methodology proposed by the tenderer, including examples of previous work and a description of the quality control requirements to be put in place in order to ensure that the level of service is respected and that the contractual deadlines are met.
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## 2) HOW TO SEND TENDERS?

Tenders must be sent to the Council of Europe **both electronically and in paper hardcopy**.

**Electronic copies** shall be sent only to [cdm@coe.int](mailto:cdm@coe.int). Tenders submitted to another e-mail account will be excluded from the procedure;

**Paper hardcopies** shall be sent in A4 format (21x29.7 cm) by post, as specified below:

- Tenders shall be submitted in a sealed envelope. The first sealed envelope shall be placed inside a second envelope addressed to the Tenders Board, showing the file reference number and object, as follows:

<p>COUNCIL OF EUROPE For the attention of the Tenders Board <b>CALL FOR PROVISION OF CONTENT MANAGEMENT SERVICES FOR THE INFORMATION SOCIETY DEPARTMENT</b></p> <p><b>2019/AO/90</b></p>
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- Tenderers are requested to indicate their names and address on the outside envelope for identification purposes.
- Do not send a copy of your tender to the buyer entity. Tenders submitted to any other postal address than the one indicated above will be excluded from the procedure.

The deadline for the submission of tenders is 31 October 2019 as evidenced by the postmark, or by the receipt of delivery provided by the dispatching company.