**TENDER FILE / TERMS OF REFERENCE**

**(Competitive bidding procedure/ One-off contract)**

**Purchase of services for conducting a sociological survey** **on public awareness about the role of the Ukrainian Parliament Commissioner for Human Rights and level of public trust in the Ombudsperson's institution**

***Contract N°*** ***ОО/9264/2025/03***

The Council of Europe is currently implementing the Project “Phase II: Support to the Implementation of European Human Rights Standards in Ukraine” (hereinafter referred to as the Project), which, among other issues, assists the Ukrainian authorities in implementation of the European human rights standards, with a specific focus on strengthening the operational capacity of the Ukrainian Parliament Commissioner for Human Rights’ (hereinafter “the Ombudsperson) to protect human rights and to respond efficiently to challenges related to the reporting of gross human rights violations. The project started in September 2024 and will run until 31 December 2026.

The Ombudsperson's role as a human rights protector is crucial during times of ongoing war, serving as a key safeguard for the rights of individuals, especially the most vulnerable ones. Upholding the rule of law, maintaining transparency, and ensuring human rights remain priorities for the Ombudsperson amid the ongoing war. In these challenging time, public trust is essential for the continued effectiveness and legitimacy of the Ombudsperson’s work. Therefore, assessing the level of public awareness about the Ombudsperson’s mandate and role of his institution, as well as the level of trust is crucial not only for ensuring its continued impact in human rights protection but also for guiding the development of future strategies and priorities.

In that context, the Project is looking for a Provider to conduct a **sociological survey on public awareness about the role of the Ukrainian Parliament Commissioner for Human Rights and level of public trust in the Ombudsperson's institution** (see Section A of the Act of Engagement).

1. TENDER PROCEDURE RULES

This tender procedure is a competitive bidding procedure. **In accordance with Rule 1395 of the Secretary General of the Council of Europe on the procurement procedures of the Council of Europe[[1]](#footnote-1), the Organisation shall invite to tender at least three potential providers for any purchase between €2,000 (or €6,000 for intellectual services) and € [55,000] tax exclusive.**

This specific tender procedure aims at concluding a **one-off contract** for the provision of deliverables described in the Act of Engagement (See attached). A tender is considered valid for 180 calendar days as from the closing date for submission. The selection of tenderers will be made in the light of the criteria indicated below. All tenderers will be informed in writing of the outcome of the procedure.

The tenderer must be a legal person or consortia of legal and/or natural persons.

Tenders shall be submitted **by email only** (with attachments) **to the email address indicated in the table below, with the following reference in subject: Tender ОО/9264/2025/03\_** **Legal person or consortia’s name written in English.** Tenders addressed to another email address **will be rejected.**

The general information and contact details for this procedure are indicated on this page. You are invited to use the Council of Europe Contact details indicated below for any question you may have. **All questions shall be submitted at least [5] (five) working days before the deadline for submission of the tenders and shall be exclusively addressed to the email address indicated in the table below with the following reference in subject: Tender ОО/9264/2025/03\_Questions\_Legal person or consortia’s name written in English.**

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| --- | --- |
| **Type of contract ►** | One-off contract |
| **Duration ►** | Until complete execution of the obligations of the parties (see Article 2 of the Legal conditions as reproduced in the Act of Engagement) |
| **Deadline for submission of tenders/offers ►** | 13 May 2025 23h59 CET |
| **Email for submission of tenders/offers ►** | [dgi-coordination@coe.int](mailto:dgi-coordination@coe.int) |
| **Email for questions ►** | [questions-dgi-coordination@coe.int](mailto:questions-dgi-coordination@coe.int) |
| **Expected starting date of execution ►** | Click here to enter a date. |

1. EXPECTED DELIVERABLES

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

1. FEES

All tenderers are invited to fill in the **table of fees** as reproduced in **Section A of the Act of Engagement**.

1. ASSESSMENT

*Exclusion criteria and absence of conflict of interests*

(by signing the Act of Engagement,[[2]](#footnote-2) you declare on your honour not being in any of the below situations)

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, terrorist financing, terrorist offences or offences linked to terrorist activities, child labour or trafficking in human beings;
* 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 an entity created to circumvent tax, social or other legal obligations (empty shell company), have ever created or are in the process of creation of such an entity;
* have been involved in mismanagement of the Council of Europe funds or public funds;
* are or appear to be in a situation of conflict of interest;
* are retired Council of Europe staff members or are staff members having benefitted from an early departure scheme;
* are currently employed by the Council of Europe or were employed by the Council of Europe on the date of the launch of the procurement procedure.
* have not fulfilled, in the previous three years, their contractual obligations in the performance of a contract concluded with the Council of Europe leading to a total or partial refusal of payment and/or termination of the contract by the Council of Europe.

*Eligibility criteria*

* Legal person or consortia of legal and/or natural persons, duly registered in accordance with its national legislation, having legal grounds to provide the respective type of economic activity;
* at least 5 years of experience in organising and conducting sociological surveys;

*Award criteria*

* Quality of the offer (80%), including:
* Professional portfolio (40%) – previous experience of conducting sociological surveys in the domain of human rights protection proved by at least 3 samples of/links to previously conducted surveys;
* Technical proposal (40%) – technical and human resources to be assigned to provide the requested services efficiently and in full.
* Financial offer (20%).

Multiple tendering is not authorised.

1. NEGOTIATIONS

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

1. DOCUMENTS TO BE PROVIDED

Tenderers are invited to submit:

* **A completed and signed copy of the Act of Engagement[[3]](#footnote-3) (see attached);**
* Registration documents, for legal persons only (in Ukrainian);
* CV, Portfolio;
* Technical proposal with the detailed description of all stages of the sociological survey process, developed list of questions, timeline etc.;
* Samples of at least three reports the Tenderer prepared following a sociological survey or links to previously conducted surveys;
* Detailed financial offer.

**All documents shall be submitted in English** **with only exception to registration documents which can be submitted in Ukrainian with brief summary translation into English – name of the company, date of registration, types of economic activity, which can be legally provided, and samples of three previous survey reports in Ukrainian. 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.**

**\* \* \***

1. The activities of the Council of Europe are governed by its [Statute](https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=0900001680306052) and its internal Regulations. Procurement is 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](https://search.coe.int/intranet/Pages/result_details.aspx?ObjectId=090000168094853e). [↑](#footnote-ref-1)
2. 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 and sixth above listed exclusion criteria are met;

   A certificate issued by the competent authority of the country of incorporation indicating that the fourth criterion is met. [↑](#footnote-ref-2)
3. The Act of Engagement must be completed, signed, scanned in its entirety (i.e. including all the pages) and sent as a compiled document. For all scanned documents, .pdf files are preferred. [↑](#footnote-ref-3)