



TENDER FILE / TERMS OF REFERENCE (Competitive bidding procedure / Framework Contract)

Purchase of services on the development and production of interactive online training courses on elections for voters (Basic Level, Advanced Level (local elections)) in Ukraine

Within the framework of the Action Plan for Ukraine 2018 – 2021, the Council of Europe is currently implementing a two-phases project on "Supporting the transparency, inclusiveness and integrity of electoral practice in Ukraine" (hereinafter – 'the Project'). In that context, the Council of Europe is looking for Provider(s) for the provision of services on the development and production of interactive online training courses on elections for voters (Basic Level; Advanced Level on local elections) to be requested by the Council on an as needed basis.

A. TENDER 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 Europe¹, the Organisation shall invite to tender at least three potential providers for any purchase between €2,000 (or €5,000 for intellectual services) and €55,000 tax exclusive.**

This specific tender procedure aims at concluding a **framework contract** for the provision of deliverables described in the Act of Engagement (See attached). A tender is considered valid for 120 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 except consortia.

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_PRODUCTION_ONLINE_COURSE.** 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 CoE Contact details indicated below for any question you may have. **All questions shall be submitted at least 3 (three) working days before the deadline for submission of the tenders and shall be exclusively addressed to the email address indicated below with the following reference in subject: QUESTIONS_PRODUCTION_ONLINE_COURSE.**

Type of contract ▶	Framework contract
Duration ▶	Until 31 December 2020
Deadline for submission of tenders/offers ▶	09 July 2020
Email for submission of tenders/offers ▶	REPU@coe.int
Email for questions ▶	REPU@coe.int
Expected starting date of execution ▶	13 July 2020

¹ The activities of the Council of Europe are governed by its [Statute](#) 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](#).

B. EXPECTED DELIVERABLES

Background of the Project

Within the framework of the Council of Europe Action Plan for Ukraine 2018 – 2021, the Council of Europe is implementing the two-phases Project on "Supporting the transparency, inclusiveness and integrity of electoral practice in Ukraine".

The Project activities during its Phase 2 (from 1 April 2020 to 31 December 2021) are aimed at:

- (1) more efficient and integral organization of electoral process and interagency electoral cooperation due to modernized approach and gender mainstreamed election management;
- (2) more participatory and inclusive political and electoral processes;
- (3) more enabling environment for increased women participation in political and public life.

With the support of the Council of Europe, the Central Election Commission of Ukraine is going to develop and launch its online learning and awareness raising platform about elections ("online Platform"). It will contain open interactive online training courses (basic level, advanced level) for different target audiences (voters, election commissioners, political parties, candidates, observers), as well as other educational materials (e.g. online courses for school and university students).

Herewith, on the eve of 2020 Local elections in Ukraine and in order to reach out more electoral stakeholders involved into the organisation and conduct of elections, as well as to reach out more Ukrainian voters, including first-time voters, it was decided to develop and produce the interactive online training courses on elections for voters (basic level; and advanced level on local elections) to be further placed on the online Platform of the Central Election Commission of Ukraine.

Upon the request of the Central Election Commission of Ukraine and with the expert and methodological support of the Council of Europe, content for 28 modules of the online training course on elections for voters (basic level), including scripts for videos, dialogues, simulations, tests, has been developed and ready to be used by a Service Provider for its further production (online programming and web-development). Respective content is also expected to be developed by a Service Provider for the production of the advanced level of the online training course on elections for voters. Number of modules to be developed for the advanced level training course for voters will be decided and agreed with the Central Election Commission of Ukraine.

The Council of Europe is looking for a maximum of *six* Provider(s) (provided enough tenders meet the criteria indicated below) in order to support the implementation of the project with a particular expertise on the development and production of interactive online training courses in entertaining and gamified format allowing potential users/customers to progress through different levels, unlock rewards, and immerse themselves in an engaging virtual learning environment.

This Contract is currently estimated to cover up to 40 modules of online training courses on elections for voters (basic level and advanced level on local elections) to be produced as follows:

- the basic level online training course on elections for voters is planned to be produced and placed on the online Platform of the Central Election Commission of Ukraine by 1 September 2020;
- the advanced level online training course for voters on local elections is expected to be produced and placed on the online Platform of the Central Election Commission of Ukraine by 1 October 2020.

This estimate is for information only and shall not constitute any sort of contractual commitment on the part of the Council of Europe. The Contract may potentially represent a higher or lower number of activities, depending on the evolving needs of the Organisation.

For information purposes only, the total budget of the project amounts to 600 000 Euros and the total amount of the object of present tender **shall not exceed 55,000 Euros tax exclusive** for the whole duration of the Framework Contract. This information does not constitute any sort of contractual commitment or obligation on the part of the Council of Europe.

Lots

The present tendering procedure aims to select Provider(s) to support the implementation of the project and is divided into the following lots:

Lots	Maximum number of Providers to be selected
Lot 1: Development and production of modules of the Basic Level online training course on elections for voters	3
Lot 2: Development and production of modules of the Advanced Level online training course on local elections for voters	3

Lot 1 concerns the development and production of the Basic Level online training course on elections for voters which shall include but not be limited to:

- *development of online course visual identity according to the brandbook and guidelines developed for the CEC online Platform* (color and font patterns use cases; visual design of static graphic elements; static graphic elements animation templates; starting and ending video animation etc.);
- *production of educational video explainers* (with duration up to 8 minutes) in accordance with the CEC online Platform brand book and visual identity of the online training course developed (creation of slides and static graphic elements for video; static graphic elements animation; sound recording (soundtrack); audio processing; sound effects (sfx) adding; starting and ending of the video creation and montage; video and sound recording (footage and separate fragments) of lectures as needed; making two or three iterations of edits to the video explainer, if need be);
- *production of design/layout for educational elements of the online training course* (illustrations development for educational dialogues; layout of dialogues and their placement onto the educational online platform; design of icons (bubbles) of the user and the lecturer; layout of test and simulation tasks and their placement onto educational online platform; layout of additional materials and infographics for the online training course).

Lot 2 concerns the development and production of the Advanced Level online training course on local elections for voters which shall include but not be limited to:

- *methodological processing of information and theoretical content* developed by the Council of Europe election experts;
- *development of detailed scenarios for the modules* containing gamified plans, dialogues, scripts and storyboards for video explainers, educative and entertaining tests, simulation exercises and their sequence;
- *adjustment of the online course visual identity according to the brandbook and guidelines developed for the CEC online Platform* and following the Advanced Level gamified plan;
- *production of educational video explainers* (with duration up to 8 minutes) in accordance with the CEC online Platform brand book and visual identity of the online training course developed (creation of slides and static graphic elements for video; static graphic elements animation; sound recording (soundtrack); audio processing; sound effects (sfx) adding; starting and ending of the video creation and montage; video and sound recording (footage and separate fragments) of lectures as needed; making two or three iterations of edits to the video explainer, if need be);
- *production of design/layout for educational elements of the online training course* (illustrations development for educational dialogues; layout of dialogues and their placement onto the educational online platform; design of icons (bubbles) of the user and the lecturer; layout of test and simulation tasks and their placement onto educational online platform; layout of additional materials and infographics for the online training course).

The Council will select the abovementioned number of Provider(s) per lot, provided enough tenders meet the criteria indicated below. Tenderers are invited to indicate which lot(s) they are tendering for (see Section A of the Act of Engagement).

Scope of the Framework Contract

The above list is not considered exhaustive. The Council reserves the right to request deliverables not explicitly mentioned in the above list of expected services, but related to the field of expertise object of the present Framework Contract for the lot concerned.

In terms of **quality requirements**, the pre-selected Service Providers must ensure, *inter alia*, that:

- The services are provided to the highest professional/academic standard;
- Any specific instructions given by the Council – whenever this is the case – are followed.

If contracted by the Council of Europe, the deliverables shall be provided personally by the persons identified in the offer of the Provider whose CVs have been presented to the Council of Europe (See section E. below), in accordance with the terms as provided in the present Tender File and Act of Engagement.

In addition to the orders requested on an as needed basis, the Provider shall keep regular communication with the Council to ensure continuing exchange of information relevant to the project implementation. This involves, among others, to inform the Council as soon as it becomes aware, during the execution of the Contract, of any initiatives and/or adopted laws and regulations, policies, strategies or action plans or any other development related to the object of the Contract (see more on general obligations of the Provider in Article 3.1.2 of the Legal Conditions in the Act of Engagement).

Unless otherwise agreed with the Council, written documents produced by the Provider shall be in English (see more on requirements for written documents in Articles 3.2.2 and 3.2.3 of the Legal Conditions in the Act of Engagement).

C. FEES

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

The Council will indicate on each Order Form (see Section D below) the global fee corresponding to each deliverable, calculated on the basis of the unit fees, as agreed by this Contract.

D. HOW WILL THIS FRAMEWORK CONTRACT WORK? (ORDERING PROCEDURE)

Once the selection procedure is completed, you will be informed accordingly. Deliverables will then be delivered on the basis of Order Forms submitted by the Council to the selected Provider(s), by post or electronically, on **an as needed basis** (there is therefore no obligation to order on the part of the Council).

Pooling

For each Order, the Council will choose from the pool of pre-selected tenderers for the relevant lot the Provider who demonstrably offers best value for money for its requirement when assessed – for the Order concerned – against the criteria of:

- quality (including as appropriate: capability, expertise, past performance, availability of resources and proposed methods of undertaking the work);
- availability (including, without limitation, capacity to meet required deadlines and, where relevant, geographical location); and
- price.

Each time an Order Form is sent, the selected Provider undertakes to take all the necessary measures to send it **signed** to the Council within 1 (one) working day after its reception. If a Provider is unable to take an Order or if no reply is given on his behalf within that deadline, the Council may call on another Provider using the same criteria, and so on until a suitable Provider is contracted.

Providers subject to VAT

The Provider, **if subject to VAT**, shall also send, together with each signed Form, a quote² (Pro Forma invoice) in line with the indications specified on each Order Form, 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 .

Signature of orders

² It must strictly respect the fees indicated in the Financial Offer attached to the original Provider's tender as recorded by the Council of Europe. In case of non-compliance with the fees as indicated in the original Provider's tender, the Council of Europe reserves the right to terminate the Contract with the Provider, in all or in part.

An Order Form is considered to be legally binding when the Order, signed by the Provider, is approved by the Council, by displaying a Council's Purchase Order number on the Order, as well as by signing and stamping the Order concerned. Copy of each approved Order Form shall be sent to the Provider, to the extent possible on the day of its signature.

E. ASSESSMENT

Exclusion criteria and absence of conflict of interests

(by signing the Act of Engagement, you declare on your honour not being in any of the below situations)³

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

- legal person except consortia;
- previous experience in development and production of online interactive training courses in Ukraine.

Award criteria

- Quality of the offer (80%), including:
 - 50% - relevance of the professional portfolio and expertise/experience
 - 30% - technical proposal (technical and human resources to be assigned to provide the requested services in full; methods of undertaking the work).
- Financial offer (20%).

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

Multiple tendering is not authorised.

F. NEGOTIATIONS

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

G. DOCUMENTS TO BE PROVIDED

- A completed and signed copy of the **Act of Engagement**⁴ (See attached);
- A detailed professional portfolio in English, demonstrating clearly that the tenderer fulfils the eligibility criteria;
- Registration documents (scanned copy of the originals in Ukrainian and/or English);
- Samples of/ Links to previously developed interactive online training courses / educational online games and / or similar online educational interactive activities for general public;
- Technical proposal containing description of technical and human resources (including CVs of the suggested personal to be involved in the activity) to be assigned for the provision of the requested services in full and demonstrating that the tenderer is able to provide the services according to the requirements described in Appendix I to the Act of Engagement – Technical Assignment (See

³ The Council of Europe reserves the right to ask tenderers, at a later stage, to supply 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 above listed exclusion criteria are met, and a certificate issued by the competent authority of the country of incorporation indicating that the fourth criterion is met.

⁴ 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.

attached); proposed methods of undertaking the work; technical proposal(s) for Lot 1 or Lot 2 or for both shall be submitted in one Word or PDF file.

All documents shall be submitted in English, except scanned copies of registration documents to be provided 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.

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