

Contract No. ►	
Project ID / Sector ►	PMM ID 2578 "SUPPORTING THE TRANSPARENCY, INCLUSIVENESS AND INTEGRITY OF ELECTORAL PRACTICE IN UKRAINE"
Council of Europe contact point ►	Inna ZUBAR, Project Manager Inna.ZUBAR@coe.int ; +38 044 303 99 14 (ext.120)

ACT OF ENGAGEMENT

(Competitive bidding procedure / One-off contract)

This Act of Engagement lays down the terms and conditions of the contract between the Provider, as described below, and the Council of Europe¹ for the provision of services on web design and development of the online learning and awareness raising platform about elections of the Central Election Commission of Ukraine

The signature of this Act of Engagement by the Provider alone shall not constitute or imply any sort of contractual commitment on the part of the Council of Europe. This Act shall become contractually binding only upon signature by a Council of Europe authorised staff member (see Section B).

Providers shall:

1. Fill in the below sections **Contact details** and **Bank details**. Ensure that the "Name" of the Provider and the "Account holder" are the same.
2. Fill in the column "Fees" of the table of fees (see Section A);
3. Sign the Act of Engagement (see Section B) and send a signed and scanned copy to the Council, accompanied by all other supporting documents (see Contact point details above).

Contact details	Name and address ►			
	Representative ►			
	Contact point ►			
	VAT n° (if any) ►			
	Country and registration n° (if any) ►			
	Email (Contact point) ►			
	Phone number (Contact point) ►			
Bank details	Account holder ►			
	IBAN n° (if available) ►		Full bank account n° (for non-IBAN countries only) ►	
	Bank name and Branch ►		BIC/SWIFT Code ►	
	Bank Address ►		Account currency ►	

¹ Council of Europe headquarters: Avenue de l'Europe, F-67075 Strasbourg Cedex, France

A. Terms of reference / Table of fees

Within the framework of the Council of Europe Action Plan for Ukraine 2018 - 2021, the Council of Europe is implementing the 2-phased project "Supporting the transparency, inclusiveness and integrity of electoral practice in Ukraine".

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

- (1) enhancing the efficiency and integrity of organization of electoral process and electoral cooperation due to modernized approach and gender mainstreamed election management;
- (2) enhancing public participation and inclusiveness of political and electoral processes;
- (3) increasing women participation in political and public life.

Given constant and frequent changes of the Ukrainian legislation, very often on the eve of respective elections, upon the request of the Central Election Commission of Ukraine (CEC), Project main national partner, the Council of Europe is going to support the development and launch of the permanent CEC online learning and awareness raising platform about elections ("the CEC online Platform").

Overall objective of the CEC online Platform is to raise the political and legal culture of Ukrainian voters, including their knowledge on issues related to the Ukrainian election legislation, process and procedures. Particularly, it is aimed at developing a modern and inclusive online electoral ecosystem for multiple-format creation, editing and hosting of online courses, educational blogs, games etc. which will be developed by the Central Election Commission of Ukraine with the support of the Council of Europe and other CEC international and national partners in the future.

The concept for the CEC online Platform was developed by the Central Election Commission of Ukraine in cooperation and with the support of the Council of Europe local election experts and e-learning consultants.

The CEC online Platform is planned to be developed by mid-September 2020 on the eve of the 2020 local elections in Ukraine.

In that context, it is looking for a Provider to provide services on web design and development of the CEC online Platform. Technical assignment for the development of the CEC online Platform is attached in Appendix 1 hereto.

The scope of work shall include three core components:

1) *The development of the CEC online Platform shall include three main blocks:*

A. Web design and development of the CEC online Platform

- The provider shall develop a core landing page, two subpages of the online-courses according to the brand identity and visual guidelines for the Platform, and detailed mock-ups to be provided by the Council of Europe. Developed landing pages shall be inclusive and adapted to the needs of people with visual impairments.
- The core landing page will interlink and unite online learning objects (to be integrated into the Platform), while the course landing page will provide the user with additional information about the course and its pros.

B. Adjustment of existing e-learning management platform (either open or closed sourced) to be integrated into the CEC online Platform

The provider shall propose an existing learning management system (either open sourced (Moodle or alike) or closed sourced) which shall be adjusted according to the needs of the learning modules/objects to be placed on the CEC online Platform and designed according to the brand identity and visual guidelines for the Platform to be provided by the Council of Europe. In case of the closed source LMS adjustment, the Provider shall additionally provide in its technical proposal the

source code (zip file only) for the purpose of assessment of the technical proposal. Upon completion (adjustment) of the learning management system, all and any application's "source" code shall be delivered to the Council of Europe and to the Central Election Commission of Ukraine as recipient of the system. This shall include but not be limited to the delivery of all the media (video, audio, pictures and text) as well as the source code for developing the courseware.

The adjusted online learning Platform shall support:

- authentication via email/password/phone and Facebook authentication;
- Youtube/Vimeo videos, rich text and HTML formats, dialog-like and MOOC lectures format;
- single and multiple-choice quizzes;
- progress system where the progress is calculated having in account the answered questions and seen lectures;
- issuing of personalized certificates in HTML format, so it is possible to personalize them with plain CSS; the certificates should be generated on user's demand – a downloadable and printable certificate is available for users successfully passing the course(s);
- editing (administered) interface allowing creating and editing courses and information published on the Platform;
- the pre-requisite courses meaning that it should be possible to define some courses as mandatory for being able to enrol in other courses;
- interactive branching of simulative exercises; the system must support the ability of branching of exercises based on users' interaction (the user can select the path of the next sections).

The learning management system shall be gamified according to the scripts, visual identity of the Platform, and mock-ups to be provided by the Council of Europe. The gamification is represented by the special visual tokens that will be granted for the users' progress. The users will be able to change the avatar and the frame around it inside the dialog-like lectures (the more progress the user makes the bigger variety of avatars to choose from).

Developed learning management system shall be adapted to the needs of people with visual impairments.

C. Introduction of digital blog into the CEC online Platform

The provider shall install and integrate an interactive digital blog into the CEC online Platform for information storing and sharing. It will combine additional materials from different stakeholders and shall consist of:

- editing (administered) interface allowing editing and adding news/blogs/documents/links;
- integrated calendar;
- search option;
- tags system;
- filtering option.

The provider shall install and integrate a digital blog according to the brand identity and visual guidelines for the CEC online Platform. This blog shall be inclusive and adapted to the needs of people with visual impairments.

2) *Hosting and functioning of the CEC online Platform*

- The platform shall include all software components (software stack) necessary to run the Platform and learning objects to be integrated into it.
- The platform shall be produced and delivered as cloud-based online platform for an initial time period of one year.
- The online platform shall have a capacity of safe operation with at least 50,000-70,000 users during 2 months after the launch, and with at least 5000 users during the following 10 months

3) *Installation and technical support*

- The complete software stack shall be installed and integrated into the CEC online Platform
- Configuration of all components of the platform
- Set-Up the system with two user profiles (i. admin, who can modify the content of the system and manage users; ii. users, who registers on the platform to undergo the training programme)

- All courseware packages developed shall be uploaded to the platform and set up the system to make the Platform and all its components ready for launch and use
- The Provider shall familiarise the system recipients with the online Platform and all its components, as well as provide detailed instructions in the area of the utilisation and management of the online Platform in the form of a manual for using the system.
- The Provider shall hand over to the Council of Europe all content created in the course of implementation of this Act of Engagement, including all media files (video, audio, pictures and text) as well as the source code(s) used for developing the CEC online Platform, as well as provide the maintenance technical support to the CEC online Platform during the first three months after the system is handed over to the Council of Europe and the CEC.

Throughout the implementation of this Act of Engagement, the Provider is expected:

- 1) to agree each issue of the assignment with the designated representatives of the Council of Europe (client) and of the Central Election Commission of Ukraine (recipient) during the working process;
- 2) to take note of comments made by the client and the recipient and submit feedback on change/improvement during the working process, if needed;
- 3) to rectify the errors related to technical problems of the program, if any, within a reasonable timeframe after receiving a written request by e-mail from the recipient, but within no later than 24 hours (based on the complexity of the identified error, a different deadline can be set, subject to the recipient's consent);
- 4) promptly and fully disclose to the Council of Europe any and all inventions, improvements, discoveries, developments, original works of authorship, software, trade secrets or other intellectual property conceived, developed or reduced to practice by the Provider during the term and for the purpose of implementation of the technical assignment under this Act of Engagement.

Prices indicated below are final and not subject to review, throughout the duration of the contract.

Prices are indicated in Euros with and without VAT. For the VAT regime to be mentioned on the invoice(s), please refer to Article 4.2 of the Legal Conditions (See Section C. below). **Tenders proposing a fee above the exclusion level will be entirely and automatically excluded from the tender procedure.**

For the VAT regime to be mentioned on the invoice, please refer to Section B below.

Providers shall indicate their proposed fees in the box(es) below.

Deliverables ▼	Deadline for delivery ▼	Fee without VAT ▼	Fee with VAT ▼	Exclusion level ▼
The Provider is expected:				
1) to design and develop an online learning and awareness raising platform about elections of the Central Election Commission of Ukraine in accordance with requirements and technical specifications set in this Act of Engagement and deliver a brief activity report in English language (including screenshots);	15 September 2020			45 000,00
2) to develop a manual/guideline for using the CEC online Platform and familiarize the Council of Europe and the Central Election Commission of Ukraine with it with detailed instructions on its further use and management.	20 September 2020			2 000,00
3) to hand over to the Council of Europe all and any application's "source" code(s), all content created in the course of implementation of this Act of Engagement, including all media files				

(video, audio, pictures and text) as well as the source code(s) used for developing the CEC online Platform;				
4) to provide the maintenance technical support to the CEC online Platform during the first three months after the system is handed over to the Council of Europe and the CEC.	15 December 2020			1 000,00
TOTAL ►				48 000,00

B. Declaration of Agreement and Signature

I, the undersigned, acting on my own behalf or as a representative of the Provider indicated below, hereby:

- Declare having the authority to represent the Provider;
- Declare that the information provided to the Council under this procedure is complete, correct and truthful.
- Acknowledge, in signing this document, that I have been notified that if any of the statements made or information provided prove to be false, the Council reserves the right to exclude the tender concerned from the procedure or to terminate any existing contractual relations related to the latter;
- Express consent to any audit or verification that the Council may initiate by any means on the information provided under this procedure;
- Declare that neither I or the Provider I represent is in any of the situations listed in the exclusion criteria as reproduced in the Tender File;
- Declare that neither I, nor the Provider I represent, are in a situation of a conflict of interests or a potential conflict of interest in relation to this procedure. I have been notified and understand that a conflict of interests may arise, in particular, from economic interests, political or national affinities, emotional or family ties or any other type of shared relationship or interest;
- Undertake to update the Council with significant information changes within a reasonable time. Significant information changes include, but are not limited to change of legal status, ownership, name and address, loss of licence of registration, filing bankruptcy, suspension or debarment by any national or local governmental agency or assimilated;
- Accept without any derogation all the terms of the Legal Conditions as reproduced in the present document and understand that its signature **shall constitute signature of the contract** with the Council subject to the selection of the tender by the Council and the signature of this Act by a representative of the Council.

The Provider shall **fill in this part, print the document, sign in the last box below and send a scan copy of the document in its entirety** to the email address indicated on the 1st page.

For the Provider ▼		For the Council of Europe On behalf of the Secretary General of the Council of Europe ▼	
Signature	Signatory (Name, Function and Entity) ▶		Signatory (Name, Function and Entity) ▶
	Provider ▶		% of advance payment accepted ▶
	Place of signature ▶	In	Place of signature ▶ In
	Date of signature ▶	___ / ___ / ____	Date of signature ▶ ___ / ___ / ____
	Signature ▶		Signature ▶
			PO Number ▶
			FIMS Number ▶

INVOICING (This part is reserved for the Council of Europe)

Invoicing Address ▶ Council of Europe, Avenue de l'Europe, F – 67075 Strasbourg Cedex

☐ The invoice shall indicate prices **net fixed amount**.

☐ The invoice shall be established **excluding tax**.

The invoice shall be established **excluding tax**, the following shall appear on the pro-forma invoice and on the final invoice:
"According to Article 2 b) of Directive 2001/115/EC: Intra-Community service/sale to an exempted organisation: Articles 143 and 151 of Directive 2006/112/EC."

☐ The Council of Europe shall provide a VAT exemption certificate to the Provider with each order. The exemption certificate should be retained by the Provider and presented to the relevant tax authorities to justify tax-free invoicing. In case the Council of Europe is not in a position to provide the said certificate, the invoice shall be established including all taxes.

The invoice shall **be established including all taxes**. The invoice shall indicate the total amount without taxes, the rate and the amount of the VAT and the total amount 'including all taxes'.

☐ For services physically carried out in France, Providers who do not have a French VAT number must register with the French Tax Authorities: Directorate for non-resident tax / sie.entreprises-etrangeres@dgfip.finances.gouv.fr / 10, rue du Centre / 93465 Noisy-

le-Grand Cedex / + 33 (0)1 57 33 85 00	
<input type="checkbox"/>	<p>The invoice shall be established <i>including all taxes</i> (French VAT at the applicable rate). Providers are required to register for VAT purposes at the VAT Mini One Stop Shop (VAT MOSS) of their choice. The invoice shall indicate the total amount without taxes, the rate and the amount of the VAT and the total amount 'including all taxes'. The invoice shall also stipulate the following statement: <i>"French VAT collected by the Provider and paid to the Mini One-Stop shop in [Address/Country] under the MOSS identification number [No. XX]"</i>.</p>
Comments	
<p>The Provider shall invoice the Council as indicated above. For any question, please contact the contact point of this contract. For aspects other than VAT, the invoice shall conform to the applicable legislation. Unless agreed otherwise between the parties, the invoice shall be in the currency specified in the Table of fees (See Section A).</p>	

C. Legal Conditions

ARTICLE 1 – GENERAL PROVISIONS

- 1.1 The Provider undertakes, on the conditions and in the manner laid down by common agreement hereafter excluding any accessory verbal agreement, to provide the list of Deliverables reproduced in the Terms of reference (see Section A above) related to the present contract and in the tender submitted by the Provider.
- 1.2 The present contract is composed, by order of precedence, of:
 - a) the Act of Engagement, in its entirety (cover page, Sections A and B and the present Legal Conditions).
- 1.3 Any general purchasing terms and conditions of the Provider shall never prevail over these legal conditions. Any provision proffered by the Provider in its documents (general conditions or correspondence) conflicting with the clauses of these legal conditions shall be deemed void, except for any clauses which may be more favourable to the Council.
- 1.4 For the purposes of this Contract:
 - a) "Contract" shall refer to the documents described in 1.2, above;
 - b) "Council" shall mean the Council of Europe;
 - c) "Deliverables" shall mean the services or goods as described in the Terms of reference;
 - d) "Parties" shall mean the Council and the Provider;
 - e) "Provider" shall mean the legal or physical person selected by the Council for the provision of the Deliverables. This person may equally be referred to as the "Service Provider" or the "Consultant".
 - f) "Recipient" shall mean the Central Election Commission of Ukraine (CEC) as identified in the Terms of Reference (Section A above). The provider acknowledges that the CEC will be the final recipient of the deliverables and that the Council of Europe's responsibility will be limited to paying the fees for the provision of the said deliverables.

ARTICLE 2 – DURATION

The contract is concluded until complete execution of the obligations of the parties and takes effect as from the date of its signature by both parties. The services shall be executed in accordance with the timeframe indicated in the Terms of reference or, by default, as agreed in any prior correspondence.

ARTICLE 3 – OBLIGATIONS OF THE PROVIDER

3.1 General obligations

- 3.2.1. The Provider bears sole responsibility for all the decisions made and the human, technical, logistic and material resources used in the context of the Contract in order to provide the Deliverables, with due respect for the Council of Europe's needs and constraints, as contractually defined.
- 3.2.2. The Provider recognises that it is subject to a general obligation to provide advice, including, but not limited to, an obligation to provide any relevant information or recommendations to the Council. In this context, the Provider shall supply to the Council all the advice, warnings and recommendations necessary particularly in terms of quality of Deliverables, security and compliance with professional standards. The Provider also undertakes 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.

3.2 Intellectual services

- 3.2.3. The provisions of Articles 3.2.2 to 3.2.10 shall apply insofar as the contract concerns the provision of intellectual services.
- 3.2.4. Unless agreed otherwise by the Parties, any written documents prepared by the Provider under the contract shall be written in English and produced on a word processing file. In case the Parties agree that a written document shall be prepared in a language other than English or French, a summary in English or French shall be included in the said document.
- 3.2.5. Unless agreed otherwise by the Parties, all written documents of more than 1,500 words shall be preceded or accompanied by a text summarising the subject and main conclusions and shall not, unless specifically required, exceed 5,000 words.
- 3.2.6. The Provider guarantees that the Deliverables conform to the highest academic standards.
- 3.2.7. The Provider cedes irrevocably and exclusively to the Council throughout the entire world and for the entire period of copyright protection, all rights on the Deliverable(s) produced as a result of the execution of the present contract. Such rights shall include in particular the right to use, reproduce, represent, publish, adapt, translate and distribute – or to have used, reproduced, represented, published, adapted, translated and distributed - in any country, in any language, in any form and on any kind of support, including on a CD-ROM or the Internet, the said Deliverables, or any part thereof.
- 3.2.8. The Council reserves the right to exercise the above-mentioned rights for any purpose falling within its activities.
- 3.2.9. The Provider guarantees that use by the Council of the Deliverable(s) produced as a result of the execution of the present contract will not infringe the rights of third parties. However, should the Council incur liability as the result of any such infringement; the Provider will compensate it in full for any damage it may suffer in consequence.
- 3.2.10. Notwithstanding the provision in Article 3.2.5 above, the Council may, on prior application by the Provider, authorise the Provider to use the Deliverable(s) referred to above. When giving the Provider such authority, the Council will inform the Provider of any conditions to which such use may be subject.
- 3.2.11. Any intellectual property rights of the Provider over methods, knowledge and information which are in existence at the date of the conclusion of the Contract and which are comprised in or necessary for or arising from the performance of the Contract shall remain the property of the Provider. However, in consideration of the fees payable pursuant to the Contract the Provider hereby grants the Council a non-exclusive and free licence for the entire world and for the entire period of protection by the applicable intellectual property rights law for the use of such methods, knowledge and information insofar as they are an integral part of the Deliverable(s).

- 3.2.12. If the Deliverable(s) result(s) in the provision of a training session, and provided the training materials are not the property of the Council, the Provider shall grant the participants in the training a non-exclusive licence for the entire world and for the entire period of protection by the applicable intellectual property rights law for their own professional use of those training materials.

3.3 Health and social insurance of the Provider or its employees

The Provider shall undertake all necessary measures to arrange for health and social insurance during the entire contract. The Provider acknowledges and accepts in this regard that the Council shall not assume any responsibility for any health and social risks concerning illness, maternity or accident which might occur during the performance of work under the contract.

3.4 Fiscal obligations

The Provider undertakes to inform the Council about any change of its status with regard to VAT, to observe all applicable rules and to comply with its fiscal obligations in:

- a) submitting a request for payment, or an invoice, to the Council in conformity with the applicable legislation;
- b) declaring all fees received from the Council for tax purposes as required in his/her/its country of fiscal residence.

3.5 Loyalty and confidentiality

- 3.5.1. In the performance of the present contract, the Provider will not seek or accept instructions from any government or any authority external to the Council. The Provider undertakes to comply with the Council's directives for the completion of the Deliverables and to refrain from any word or act that may be construed as committing the Council.
- 3.5.2. The Provider shall observe the utmost discretion in all matters concerning the contract, and particularly any matters or data that have been or are to be recorded that come to the Provider's attention in the performance of the contract. Unless obliged to do so under the terms of the contract, or expressly authorised to do so by the Secretary General of the Council, the Provider shall refrain at all times from communicating to any person, legal entity, government or authority external to the Council any information which has not been made public and which has come to the Provider's notice as a result of dealings with the Council. Nor shall the Provider seek to gain private benefit from such information. Neither the expiry of the contract nor its termination by the Council shall lift these obligations.

3.6 Disclosure of the terms of the contract

- 3.6.1. The Provider is informed and gives an authorisation of disclosure of all relevant terms of the contract, including identity and price, for the purposes of internal and external audit and to the Committee of Ministers and to the Parliamentary Assembly of the Council with a view to these latter discharging their statutory functions, as well as for the purpose of meeting the publication and transparency requirements of the Council of Europe or its donors. The Provider authorises the publication, in any form and medium, including the websites of the Council of Europe or its donors, of the title of the contract/projects, the nature and purpose of the contract/projects, name and locality of the Provider and amount of the contract/project.
- 3.6.2. Whenever appropriate, specific confidentiality measures shall be taken by the Council to preserve the vital interests of the Provider.

3.7 Use of the Council of Europe's name

The Provider shall not use the Council's name, flag or logo without prior authorisation of the Council.

3.8 Data Protection

- 3.8.1. Without prejudice to the other provisions of this contract, the Parties undertake, in the execution of this contract, to comply at all times with the legislation applicable to each of them concerning the processing of personal data.
- 3.8.2. Where the Provider, pursuant to its obligations under this contract, processes personal data on behalf of the Council, it shall:
 - i. Process personal data only in accordance with written instructions from the Council;
 - ii. Process personal data only to the extent and in such manner as is necessary for the execution of the contract, or as otherwise notified by the Council;
 - iii. Implement appropriate technological measures to protect personal data against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful processing, accidental loss, destruction, or damage while having regard to the nature of the personal data which is to be protected;
 - iv. Take reasonable steps to ensure the reliability of the Provider's employees having access to the personal data and to ensure that they have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality and thus agree to comply with the data protection obligations set out in this contract;
 - v. Obtain written consent from the Council prior to any transfer of possession or responsibility for the personal data to any subcontractors. If the Council chooses to authorise subcontracting, the same data protection obligations as set out in this contract shall be imposed on the subcontractor by way of a contract. The Provider shall remain fully liable to the Council for the performance of that subcontractor's obligations.
 - vi. Notify the Council within five working days if it receives:
 - a. a request from a data subject to have access (including rectification, deletion and objection) to that person's personal data; or
 - b. a complaint or request related to the Council's obligations to comply with the data protection requirements.
 - vii. Provide the Council with full assistance in relation to any such request or complaint and assist the Council to fulfil its obligation to respond to the requests for rectification, deletion and objection, to provide information on data processing to data subjects and to notify personal data breaches;
 - viii. Allow for and contribute to checks and audits, including inspections, conducted or mandated by the Council or by any authorised third auditing person. The Provider shall immediately inform the Council of any audit not conducted or mandated by the Council;
 - ix. Not process nor transfer personal data outside the jurisdiction of a Council of Europe Member State without the prior authorisation of the Council and provided that an adequate level of protection is guaranteed by law or by ad hoc or approved standardised safeguards (such as binding corporate rules) in the jurisdiction of the recipient;
 - x. Make available to the Council all information necessary to demonstrate compliance with the obligations under the contract in connection with the processing of personal data and the rights of data subjects;

- xi. Upon the Council's request, delete or return to the Council all personal data and any existing copies, unless the applicable law requires storage of the personal data.

3.9 Parallel Activities

Where the Provider is a natural person who is employed in parallel to this Contract, they hereby confirm that they:

- a) have been granted approval from their employer to perform paid services for the Council under this Contract, and/or
- b) have been granted leave during the performance of their obligations under this Contract.

3.10 Other obligations

- 3.10.1. In the performance of the present contract, the Provider undertakes to comply with the applicable principles, rules and values of the Council.
- 3.10.2. The Staff Regulations and the rules concerning temporary staff members shall not apply to the Provider.
- 3.10.3. Nothing in this contract may be construed as conferring on the Provider the capacity of a Council of Europe staff member or employee.

ARTICLE 4 – FEES, EXPENSES AND MODE OF PAYMENT

4.1 Fees

- 4.1.1. In return for the fulfilment by the Provider of its obligations under the contract, the Council undertakes to pay the Provider the fees as indicated in their offer, in the currency specified in the Table of fees.
- 4.1.2. Amounts are final and not subject to review.

4.2 VAT

- 4.2.1. Should the Provider not be subject to VAT, the amount invoiced shall be net fixed amount. Should the Provider be subject to VAT, the amount shall be invoiced as indicated in Articles 4.2.2 to 4.2.5.
- 4.2.2. Should the deliverables be taxable in France, the amount invoiced shall be VAT inclusive.
- 4.2.3. Should the deliverables be taxable in another EU country, and unless otherwise agreed between the Parties, the Council will provide the Provider with an exemption certificate prior to the signature of the contract. The exemption certificate sent by the Council of Europe should be retained by the Provider and presented to the relevant tax authorities to justify tax-free invoicing. In accordance with Article 2 b) of Council Directive 2001/115/EC, the following should be stated in the invoice: "*Intra-Community sale/service to an exempted organisation: Articles 143 and 151 of Council Directive 2006/112/EC*" and should indicate the final total amount excluding VAT. In case the Council of Europe will not be in a position to provide the said certificate, the Council will pay the invoice with VAT included.
- 4.2.4. Should the deliverables be taxable in a non-EU country, the amount invoiced will not include VAT if the local (national) legislation allows for it, or if the Council of Europe enjoys tax exemption through other means in the country concerned. Otherwise, it shall include VAT.
- 4.2.5. For the provision of "online services", should the Provider be established either in an EU country (other than France) or in a non-EU country, the invoiced amount shall include French VAT at the applicable rate. The invoice shall indicate the total amount without taxes, the rate and the amount of the VAT and the total amount 'all tax included'. The invoice shall also stipulate the following statement: "*Intra-community sale/service: French VAT collected by the Provider and paid to the Mini One-Stop shop in [Address/Country]*".

4.3 Invoicing and payment

- 4.3.1. Upon acceptance of the deliverable[s] by the Council, the Provider shall submit an invoice or a request for payment in triplicate and in the currency specified in the Table of fees, in conformity with the applicable legislation.
- 4.3.2. Before accepting the Deliverable(s), the Council reserves the right to ask the Provider to submit any other document or information that may serve the purpose of establishing that the Contract has been duly executed.
- 4.3.3. In the case of event organisation, the Provider shall in any case submit any document that proves that the event took place, including but not limited to an attendance sheet broken down into half days specifying the location, date(s) and time(s) of the event(s) or activity(ies), to be individually signed by each participant and the Provider.
- 4.3.4. The payment for the Deliverables to be paid by the Council shall be made within 60 calendar days of submission of the invoice described in Article 4.3.1, subject to the submission of the Deliverable(s) described in the Terms of reference and its/their acceptance by the Council.
- 4.3.5. In cases where an advance payment is foreseen, it shall be paid within 60 calendar days upon signature of the contract.

4.4 Other expenses

- 4.4.1. In the event of the Provider being required to travel for the purposes of the contract, and provided the Terms of reference do not stipulate that the fees already include travel and subsistence expenses, the Council undertakes, subject to its prior agreement, to reimburse travel and subsistence allowances in compliance with the Council's applicable Rules.²
- 4.4.2. Travel expenses referred to under 4.4.1 will be reimbursed on the basis of the rail fare (first class) or air fare (tourist class) upon presentation of an invoice on the letterhead of the relevant vouchers. Subsistence expenses (including travel expenses within the locality visited) will be reimbursed at the applicable daily rate.
- 4.4.3. In the event of the Provider being required to travel for the purposes of the contract, the duration of the Provider's travel and stays will be covered by an insurance policy with the insurers CHARTIS (Policy No. 2.004.761). A telephone helpline is available in case of emergency (+ 32 (0)3 253 69 16). The said insurance will cover specific risks related to travel and stay of the Provider (including medical costs related to unforeseen illness or accident, repatriation, death, cancellation of journey or flight, theft or loss of personal possessions). The insurance policy does not cover persons over 75 years of age.

² CM/Del/Dec(2010)1089/11.3 appendix 9 https://search.coe.int/intranet/Pages/result_details.aspx?ObjectId=09000016805ceb14

ARTICLE 5 - BREACH OF CONTRACT

- 5.1. In the event that the Provider does not satisfy the conditions laid down in this contract or those resulting from any modifications duly accepted in writing by both parties, in accordance with the provisions of Article 6 below, or the Deliverables provided as referred to under Article 1.1 do not reach a satisfactory level, the Council shall consider there to have been a breach of contract and may consequently refuse to pay to the Provider the amounts referred to in Article 4.1 above.
- 5.2. In the cases described in paragraph 5.1 above, the Council reserves further, at any moment and further to prior notification to the Provider, the right to terminate the contract in all or in part. In case of termination, the Council shall pay only the amount corresponding to the deliverables actually and satisfactorily provided at the time of termination of the contract and shall request reimbursement of the sums already paid for Deliverables not provided. In case of partial termination, the obligations of the parties shall endure for all deliverables which are not subject of the notification of termination.
- 5.3. The outstanding sums shall be paid to the Council's bank account within 60 calendar days from the notification in writing by the Council to the Provider regarding the outstanding sums to be paid.

ARTICLE 6 - MODIFICATIONS

- 6.1. The provisions of this contract cannot be modified without the written agreement of both parties. This agreement may take the form of an exchange of emails provided it is done using the contact details specified in Article 8.
- 6.2. Any modification shall not affect elements of the contract which may distort the initial conditions of the tendering procedure or give rise to unequal treatment between the tenderers.
- 6.3. This contract may not be transferred, in full or in part, for money or free of charge, without the Council's prior authorisation in writing.
- 6.4. The Provider may not subcontract all or part of the Deliverables without the written authorisation of the Council.
- 6.5. The parties agree that the Council may transfer this contract in full or in part to the Recipient. Ownership of the deliverables may be transferred to the Recipient at any time by the Council. The Council may also assign the benefit of this contract to the Recipient.
- 6.6. Should the Council decide to transfer the contract, the Provider agrees to the transfer of all future claims, rights, benefits and interests, in particular all warranties express an implied, as well as any outstanding obligations, to the Recipient. The Provider agrees to release the Council entirely from any future liability arising under the contract.

ARTICLE 7 - CASE OF FORCE MAJEURE

- 7.1. In the event of force majeure, the parties shall be released from the application of this contract without any financial compensation. Force majeure is defined as including the following: major weather problems, earthquake, strikes affecting air travel, attacks, a state of war, health risks or events that would require the Council or the Provider to cancel the contract.
- 7.2. In the event of such circumstances each party shall be required to notify the other party accordingly in writing, within a period of 7 calendar days.

ARTICLE 8 - COMMUNICATION BETWEEN THE PARTIES

- 8.1. The Contact point within the Council of Europe is indicated on the cover page of the Act of Engagement (see page 1 above).
- 8.2. The Provider can be reached through the means indicated in the Act of Engagement (see page 1 above).
- 8.3. Any communication is deemed to have been made when it is received by the receiving party, unless the Contract refers to the date when the communication was sent.
- 8.4. Electronic communication is deemed to have been received by the receiving party on the day of successful dispatch of that communication, provided that it is sent to the addressees listed in paragraphs 1 and 2 above. Dispatch shall be deemed unsuccessful if the sending party receives a message of non-delivery. In this case, the sending party shall immediately send again such communication to any of the other addresses listed in paragraphs 1 and 2 above. In case of unsuccessful dispatch, the sending party shall not be held in breach of its obligation to send such communication within a specified deadline, provided the communication is dispatched by another means of communication without further delay.
- 8.5. Mail sent to the Council using the postal services is considered to have been received by the Council on the date on which it is registered by the department identified in paragraph 1 above.
- 8.6. Formal notifications made by registered mail with return receipt or equivalent, or by equivalent electronic means, shall be considered to have been received by the receiving party on the date of receipt indicated on the return receipt or equivalent.

ARTICLE 9 –ACCEPTANCE

- 9.1. The Provider understands and agrees that the deliverables shall be delivered subject to the following conditions and procedures.
- 9.2. The provision of Deliverables referred to in this contract shall be the subject of a written acceptance procedure.
- 9.3. Upon delivery, the Provider shall provide an Acceptance signed by the three parties, using the Model reproduced in Appendix II to the present contract. The Act of Acceptance must be signed in three copies – one for the Council, one for the Recipient, and one for the Provider. The Council shall take all necessary measures within its means to inspect the Platform and attached deliverables upon delivery and to either accept or reject them, in whole or in part, for non-conformity with the specifications agreed under the contract. The Council shall have the right to appoint (an) expert(s) to inspect the deliverables and to confirm or deny that they conform to the specifications agreed under the contract.
- 9.4. By signing the Act of Acceptance, the Council of Europe accepts the deliverables and transfers the ownership including the copyright over the Platform as well as other rights necessary for its use (including warranties) immediately to the Recipient who will acknowledge their reception by countersigning the Act of Acceptance. The Council's right to reject

any goods and services shall not be in any way limited or waived by the inspection of the deliverables, or by the signature of an Act of Acceptance by any person other than the delegated representative(s) of the Council.

- 9.5 Signature of the Act of Acceptance shall have effect as from the date of signature.
- 9.6 In the event that the Council finds that the delivered goods and/or services do not conform to the specifications agreed under the present contract, the Council may consider there to have been a breach of contract within the meaning of Article 5 above and decide to terminate the contract. The Council shall pay only the amount corresponding to goods actually delivered and services actually provided at the time of breach of the contract and shall be entitled to reimbursement of any sums already paid for goods not delivered or services not provided.
- 9.7 The person(s) designated by the Council to accept the deliverables under article 9.3 above shall have power to sign the Act of Acceptance and to transfer the contract to the Recipient.
- 9.8 The Recipient shall indemnify the Council against all liabilities, costs, expenses, damages and losses that the Council suffers or incurs under or in connection with the Contract after the signature of the Act of Acceptance, except to the extent that such losses, damages or costs arise as a result of the Council's failure to perform or satisfy its obligations under the Contract before that date.
- 9.9 The Council shall take such action as the Recipient may reasonably request to avoid, dispute, compromise or defend any claim, action or proceedings brought under or in connection with the Contract after signature of the Act of Acceptance.
- 9.10. If acceptance is refused, the Council shall inform the Provider accordingly, giving reasons, and may set new modalities for the provision of the Deliverables. If acceptance is refused again, the Council may terminate the Contract in whole or in part without previous notice and without paying any financial compensation.

ARTICLE 10 – CHANGES IN THE PROVIDER'S SITUATION OR STANDING

- 10.1. The Provider shall inform the Council without delay of any changes in their address or legal domicile or in the address or legal domicile of the person who may represent them.
- 10.2. The Provider shall also inform the Council without delay:
- a) if they are involved in a merger, takeover or change of ownership or there is a change in their legal status;
 - b) where the Provider is a consortium or similar entity, if there is a change in membership or partnership.
 - c) if they are sentenced by final judgment on one or more of the following charges: participation in a criminal organisation, corruption, fraud, money laundering;
 - d) if they 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 not subject to a procedure of the same kind;
 - e) if they have received a judgment with *res judicata force*, finding an offence that affects their professional integrity or serious professional misconduct;
 - f) If they 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 legal domicile;
 - g) If they are or are likely to be in a situation of conflict of interests.

ARTICLE 11 – DISPUTES

- 11.1. Any dispute regarding this Contract shall - failing a friendly settlement between the Parties - be submitted to arbitration.
- 11.2. The Arbitration Board shall be composed of two arbitrators each selected by one of the parties, and of a presiding arbitrator, appointed by the other two arbitrators; in the event of no presiding arbitrator being appointed under the above conditions within a period of six months, the President of the Tribunal de Grande Instance of Strasbourg shall make the appointment.
- 11.3. Alternatively, the parties may submit the dispute for decision to a single arbitrator selected by them by common agreement or, failing such agreement, by the President of the Tribunal de Grande Instance of Strasbourg.
- 11.4. The Board referred to in paragraph 2 of this Article or, where appropriate, the arbitrator referred to in paragraph 3 of this Article, shall determine the procedure to be followed.
- 11.5. If the parties do not agree upon the law applicable the Board or, where appropriate, the arbitrator shall decide *ex aequo et bono* having regard to the general principles of law and to commercial usage.
- 11.6. The arbitral decision shall be binding upon the parties and there shall be no appeal from it.

ARTICLE 12 – ADDRESSES AND BANK DETAILS OF THE PARTIES

The bank details of the Provider are indicated in the Act of Engagement. The bank details of the Council of Europe are the following:

Bank address: F-67075 Strasbourg Cedex, France

Bank name: Société Générale Strasbourg

Code IBAN: FR76 30003 02360 001500 1718672

SWIFT Code: SOGEFRPP