



CALL FOR TENDERS

FOR THE PROVISION OF IT SERVICES: DEVELOPMENT AND SETTING UP OF THE MANAGEMENT INFORMATION SYSTEM FOR THE PROBATION SERVICE IN ARMENIA

2021A069

Object of the procurement procedure ►	Purchase of IT Services: development and setting up of the management information system for the probation service in Armenia
Project ►	Support the scaling-up of the probation service in Armenia
Organisation and buying entity ►	Council of Europe Directorate General of Human Rights and Rule of Law Information Society and Action against Crime Directorate Action against Crime Department Criminal Law Cooperation Unit
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)
Expected starting date ►	17 January 2022
Tender Notice Issuance date ►	05 November 2021
Deadline for tendering ►	08 December 2021

TABLE OF CONTENTS

This Tender File contains:

- **The TERMS OF REFERENCE**..... 3

The TERMS OF REFERENCE describe what will be expected from the selected Providers.

- **The TENDER RULES**..... 7

The TENDER RULES explain the procedure through which the tenders will be submitted by the tenderers and assessed by the Council of Europe.

APPENDIX I: Business and Technical requirements

APPENDIX II: Draft Contract

APPENDIX III: Model Act of Acceptance

APPENDIX IV: Declaration of Agreement

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 and sign the **CONTRACT** 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 IT SERVICES: DEVELOPMENT AND SETTING UP OF THE MANAGEMENT INFORMATION SYSTEM FOR THE PROBATION SERVICE IN ARMENIA

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A. BACKGROUND

The Council of Europe is currently implementing and will implement **until 31 December 2022 a Project "Support the scaling-up of the probation service in Armenia"** which is a part of the Council of Europe Action Plan for Armenia 2019-2022. The overall purpose of the Project is to provide continued support to the national authorities in their efforts to further build capacities of the probation service. One of the expected outcomes of the Project is the introduction of the management information system. The system should enhance efficiency, transparency and accountability of the probation service and substantially contribute to the further development of the probation institute in Armenia.

Following a needs assessment mission carried out in 2020 by the local staff of the Council of Europe and consultants recruited for this purpose, the Ministry of Justice of Armenia was consulted and agreed on business and technical requirements of the system.

In that context, the Council of Europe is looking for one Provider (provided at least one tender meets the criteria indicated below) in order to support the implementation of the Project with provision of IT Services – development and setting up of the management information system for the Probation service in Armenia [see Appendix I (Business and Technical requirements)].

The Provider should ensure:

- The probation management information system is developed to implement functions of the probation service in paperless environment;
- The system is integrated with the Government Interoperability Platform of Armenia to receive and provide real time data from core state registries;
- The system is implemented in the headquarter of the Probation Service of Armenia and its regional offices;
- Staff of the probation service is trained to work with the system;
- System is tested and fully operational;
- The flexibility of the system for integration with other information systems is ensured.

For information purposes only, the total budget of the project amounts to 872 000 Euros and the total amount of budget for present tender **should in principle not exceed 95 000 EUR**. This information does not constitute any sort of contractual commitment or obligation on the part of the Council of Europe.

B. OBJECT AND SCOPE OF THE TENDERING PROCEDURE

This tendering procedure is an international call for tender. It aims at concluding a contract for the provision of IT services, and related services, with one provider on a one-off basis. The contract shall be concluded with the bidder offering the best quality and value for money, provided at least one tenderer has submitted a compliant and satisfactory bid.

The services required are described in detail in the **Business and Technical Requirements (Appendix I)**. All details, requirements and specifications included therein regarding, among other things, testing and delivery, technical support and warranties, training shall be considered part of services ordered under the present procurement procedure.

The supplier will deliver the deliverables listed at Section 3.15.2 of the Business and Technical Requirements (Appendix I) in accordance with the **following three phases**:

Deliverables ▼	Deadline for delivery
<p>1st phase</p> <ol style="list-style-type: none"> 1. System platform specification for deployment of the system taking into consideration guidelines and performance, availability, scalability requirements; 2. PMIS detailed functional specification, solution design, security policy and suggested implementation plan; 3. The architecture and technologies of the proposed solution(s). 	1 March 2022
<p>2nd phase</p> <ol style="list-style-type: none"> 4. All software components and subsystems for PMIS; 5. All listed hardware specified in Appendix I; 6. Development toolkits for software components; 7. Installation and deployment packages for all software components and subsystems; 8. Source codes for the whole system and its subsystems; 9. Guidelines followed for utilizing software tools and utilities; 10. Installation and Deployment guides; 11. Test Strategy, acceptance test plans, automated tests. 	1 August 2022
<p>3rd phase</p> <ol style="list-style-type: none"> 12. System Administration and Development Guides; 13. Training for all target groups specified by the Probation service; 14. Training materials; 15. Implementation of PMIS at the SPS headquarter and regional offices. 	1 October 2022

C. FEES

In accordance with Section F., tenderers are invited to submit a **quote (proforma invoice)** indicating their fees. These fees are final and not subject to review.

Such a quote shall include:

- the Service Provider's name and address;
- its VAT number;
- the full list of services;
- the fee per type of deliverables (in **Euros**, tax exclusive);
- the total amount per type of deliverables (in **Euros**, tax exclusive);
- the total amount (in **Euros**), 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.

Payment of the Provider's fees will be divided in accordance with the following:

- **20%**: upon completion of the 1st phase of the project and upon approval by the beneficiary of the PMIS detailed functional specification, solution design, security policy and suggested implementation plan;
- **80%**: upon completion of the project

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 Section B (above) and in the Business and Technical Requirements (Appendix I). The Provider will be responsible for providing any deliverable before the deadline(s) fixed in Section B.

E. ASSESSMENT

Exclusion criteria (by signing the Contract (Appendix II), you declare on your honour not being in any of the below situations)¹

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.

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):

- At least 3 years of experience in design and implementation of information systems using cross-entity data exchange;
- Having at least 2 references for successful implementation of relevant projects over the previous five years;
- At least 5 developers in the team of which at least 2 senior with 10+ years of experience.

Award criteria

Tenders that fulfil eligibility requirements will be assessed against the following award criteria:

- 60% - Financial offer;
- 40% - Quality of the offer - Capacity to fulfil the requirements stipulated in the Business and Technical Requirements (Appendix I) including the following:
 - Quality of the technical approach: proposed methodology, quality of documentation and proposed knowledge transfer activity;
 - Approach to Project, effectiveness of service management, quality assurance, risk management, customer support and customer participation;
 - Description of activities and planning of deliverables execution;
 - Quality of Project management plan with its Risk register and Resource management plan and capacity to escalate in order to meet prescribed deadlines;
 - Relevance of previous professional experience.

Multiple tendering is not authorised.

F. DOCUMENTS TO BE PROVIDED

- A completed and signed copy of the Contract (Appendix II)²
- Registration documents
- A quote, describing their financial offer, in line with the requirements of section C of the Tender File (see above);
- Detailed technical proposal in conformity with the deliverables as described in the Business and Technical Requirements (see Appendix I).

¹ 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 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.

² The Contract must be completed, signed and scanned in its entirety (i.e. including all the pages). The scanned Contract 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.

- 1 (one) completed and signed copy of the Declaration of Agreement (See Appendix IV);
- At least 2 (two) references for successful implementation of relevant projects within set deadlines over the previous five years;
- CVs of employed staff/experts that will be assigned to the contract.

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.

PART II – TENDER RULES

CALL FOR TENDERS

FOR THE PROVISION OF IT SERVICES: DEVELOPMENT AND SETTING UP OF THE MANAGEMENT INFORMATION SYSTEM FOR THE PROBATION SERVICE IN ARMENIA 2021A069

ARTICLE 1 – IDENTIFICATION OF THE CONTRACTING AUTHORITY

1.1 Name and address

COUNCIL OF EUROPE

Directorate General of Human Rights and Rule of Law
Information Society and Action against Crime Directorate
Action against Crime Department
Criminal Law Cooperation Unit

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.³

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 contract is set out in Article 2 of the Contract.

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;
- The Business and Technical Requirements;
- The Contract;
- The Model Act of Acceptance;
- The Declaration of Agreement.

ARTICLE 6 – LEGAL FORM OF TENDERERS

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

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 by **10 days before the deadline for submissions of tenders**, in English, and shall be exclusively sent to the following address: policeprisons.projects@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 **electronically**.

Electronic copies shall be sent only to **cdm@coe.int**. Tenders submitted to another e-mail account will be excluded from the procedure.

ARTICLE 9 – DEADLINE FOR SUBMISSION OF TENDERS

The deadline for the submission of tenders is **08 December 2021**.

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.

* * *

³ Available on the website of the Council of Europe Treaty Office: www.conventions.coe.int

FINAL CHECK LIST

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

- A completed and signed copy of the Contract (Appendix II);
- Registration documents;
- A quote, describing financial offer, in line with the requirements of section C of the Tender File (see above);
- Detailed technical proposal in conformity with the deliverables as described in the Business and Technical Requirements (see Appendix I);
- 1 (one) completed and signed copy of the Declaration of Agreement (See Appendix IV);
- At least 2 (two) references for successful implementation of relevant projects within set deadlines over the previous five years;
- CVs of employed staff/experts that will be assigned to the contract.

2) HOW TO SEND TENDERS?

Tenders must be sent to the Council of Europe **electronically**.

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The deadline for the submission of tenders is **08 December 2021**.