**CALL FOR TENDERS**

for the provision of EVENT MANAGEMENT SERVICES IN THE REPUBLIC OF MOLDOVA

**2025/AO/36**

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| --- | --- |
| **Object of the procurement procedure ►** | Event management services in the Republic of Moldova |
| **Project ►** | Office-wide (Chisinau Office) |
| **Organisation and buying entity ►** | Council of EuropeOffice of the Director of Programme Co-ordinationCouncil of Europe Office in Chisinau (Republic of Moldova) |
| **Type of contract ►** | **Framework Agreement**  |
| **Duration ►** | Until 31 December 2028 |
| **Expected starting date ►** | 15 October 2025 |
| **Tender Notice Issuance date ►** | 08 July 2025 |
| **Deadline for tendering ►** | 15 August 2025 |

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

* [**The TENDER RULES** 16](#_Toc445392376)

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

* **The ACT OF ENGAGEMENT** **(See Document attached)** is the document formalising the consent of the Parties to be bound by the LEGAL CONDITIONS, which are the legal provisions which will be applicable between the Council of Europe and the selected Providers throughout the duration of the agreement.

**HOW DOES A FRAMEWORK AGREEMENT WORK?**

**Stage 1:**

**Pre-selection** of qualified Providers through a call for tenders and signature of a framework agreement with all the pre-selected Providers.

**Stage 2:**

**Competitive procedures (call-offs)** are organised among the pre-selected Providers each time a need arises.

**Execution** as from the date of signature of each Call-off, unless the Call-off concerned provides otherwise.

**HOW TO SUBMIT A TENDER?**

**Step 1:** Read the **TENDER FILE**

**Step 2:** Complete the **ACT OF ENGAGEMENT** andcollect therequired **SUPPORTING DOCUMENTS**, as listed in section F of the terms of reference (below).

**Step 3:** Send your **TENDER**, in accordance with the Tender Rules (see below)

**PART I –TERMS OF REFERENCE**

**CALL FOR TENDERS**

for the provision of EVENT MANAGEMENT SERVICES IN THE REPUBLIC OF MOLDOVA

**2025/AO/36**

1. **Background**

The Council of Europe (hereinafter “the Council”) is an international organisation, based in Strasbourg and encompasses 46 European States. It was set up on 5 May 1949 to promote democracy, human rights and the rule of law, and to develop common responses to political, social, cultural and legal challenges in its member States.

Its Office in Chisinau (Republic of Moldova) is currently managing 21 projects and plans to organise about 200 events per year for the period September 2025 – December 2028. For information purposes only, the yearly budget for these events approximately amounts to 750 000 Euros.

These events consist in public events (e.g. conferences, high level meetings), technical or expert meetings (e.g. seminars, trainings, workshops) all aimed at supporting the implementation of the projects in the Republic of Moldova. They may involve 15-50 people (small-scale seminars), 50-100 (medium conferences), 100-200 (large-scale conferences) and over 200, depending on the event and on the project. The precise requirements shall be stipulated during the call-off procedure (See Section VI below). The Council reserves the right not to order services under this Framework Agreement for meetings involving less than 15 participants.

These events/activities may be jointly organised with public partners or with members of the civil society. In terms of geographical scope, this call for tenders is aimed at covering events/activities to be organised in the Republic of Moldova. For information purposes only, the events will be organised mostly in Chisinau, but as well outside the capital, in major cities, mostly the capitals of rayons, but also in other potential sites throughout the country. Relevant information will be communicated during the call-off procedure (See Section VI below).

This call for tenders is aimed at selecting for:

LOT 1: a minimum 3 (three) and a maximum of 6 (six) Providers

LOT 2: a minimum 3 (three) and a maximum of 15 (fifteen) Providers

LOT 3: a minimum 3 (three) and a maximum of 6 (six) Providers

LOT4: a minimum 3 (three) and a maximum of 6 (six) Providers

able to support the Council of Europe in the organisation of the events. The expected services are detailed below.

The agreement shall be concluded until 31 December 2028 and takes effect as from the date of its signature by both parties. At the end of its initial term the agreement shall be subject to renewal every year for a total maximum duration of 5 (five) years. The contract shall not be renewed beyond 31 December 2030.

The signature of a framework agreement will in no way give rise to an obligation upon the Council of Europe to organise a minimum number of events. Events shall be organised at the sole discretion of the Council of Europe and call-off procedures will be announced accordingly as and when the need arises. The Framework Agreement resulting from this international public call for tenders will be available for use by all entities within the Council of Europe.

The Provider will not in any manner be entitled to represent the Council of Europe, or to act on its behalf. The Provider will remain the sole and unique liable contractor in its relationship with the Council of Europe, irrespective of its relationship with subcontractors and other interested third parties.

1. **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 | Minimum and Maximum number of Providers to be selected |
| Lot 1: Integrated event management services | 3 - 6 |
| Lot 2: Hotel hospitality services | 3 - 15 |
| Lot 3: Transportation services  | 3 - 6 |
| Lot 4: Photo/Video services | 3 - 6 |

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 they are tendering for (see Section A of the Act of Engagement). Subject to further eligibility criteria specified for each lot below, **each tenderer may apply for only one lot.**

Only those Providers whose score, following the assessment of the Award Criteria (see Section E below), is equivalent to or higher than 50 points will be selected under each Lot. In case of having more than a maximum number of Tenderers applied per lot, only the first ranked ones will be selected in line with defined maximum number of providers per each lot.

1. **EXPECTED SERVICES**

**Lot 1:** **Integrated event management services**

The objective of this lot is to select experienced **event management companies** that, throughout the duration of the Framework Agreement, may be requested to provide integrated event management servicesfor various types of events, including but not limited to conferences, seminars, trainings, workshops, and other relevant events and for different size of events (small scale, medium and large-scale events). The Providers should also be able to provide services for high profile events with high level of representation as well as for ordinary events.

In this context, selected Providers should be able to provide directly or as an intermediary, the following categories of services:

1. **Indoor and Outdoor events – Rental of Conference/meeting rooms, outdoor spaces**

Conference/meeting rooms (from 1 to 300+ persons capacity) respecting the following requirements: the size of the meeting room should be appropriate to accommodate participants respecting personal space requirement for each participant (75 – 90 cm); the room should be with natural day- light and fresh air circulated (possibility to have windows opened).

Outdoor spaces (up to 1000+ persons capacity) respecting the following minimal requirements: the area must be designated or approved for public gatherings with all permits and authorizations from local authorities and adequate space per person (1.5 – 2.0 m2/person).

1. **Conference/Public events services**
* In communication with the Council of Europe project staff members define the best possible modalities how to set up the meeting room/outdoor space for the event based on their professional experience by providing relevant suggestions that would fit the best the size of the meeting room/outdoor space and concept of the event.
* Setting up the room, including: setting up tables and chairs according to Council of Europe requirements (Conference Style, including Auditorium Style, Banquet Style, Hollow Square Style, Classroom, U-Shape Style, Podium, Stage construction and Head Table, no later than two hours before the event starts.
* Setting up the outdoor space, including: setting up electrical installations, lighting (especially for events taking place after dark), drinking water and/or food safety standards (e.g., licensed vendors), umbrellas, tents, barriers, outdoor furniture, sanitation facilities (including for persons with disabilities), garbage cans.
* Setting up technical equipment for the event: providing, installing and connecting all necessary equipment (laptop/computer, multimedia projector/beamer, led panels, microphones, earphones, loudspeakers, mixer and others), LED screen: 3m x 7m, 6m x 4m (depending on the event), provision of focused lights to spotlight the keynote speakers, podium/stage (including its installing and deinstalling and 1-2 steps, if needed) no later than one hour before the event. Providing on-site technical and computer assistance at the event[[1]](#footnote-1).
* Producing and installing rollup banners and other visibility elements/materials inside and outside of the conference room/outdoor space, including main banner of the event (5m x 3m), no later than one hour before the event. All the visibility material items shall be returned to the Council of Europe Office in Chisinau in the same condition as they were (without physical damages) when collected. Service provider shall bear responsibility for any damages made from the moment of collecting, transportation, setting up and returning the material.
* Cleaning the room/outdoor space, upon Council of Europe request.
* Developing the design of the key visual elements of the event in line with Council of Europe Visual Identity Manual.
* Developing the layout and design of digital backdrops which will be displayed on the LED screen

before each session/panel (in accordance with the programme of the event).

* Distributing and assembling visibility items provided by the Council among participants and contributors.
* Designing and producing hand-outs, folders, notebooks, pens, badges, leaflets, banners, brand walls (including their setting-up if requested), diplomas/certificates’ frames and awards, or any other visibility items related to the event upon Council of Europe request. Distributing the above event related items no later than one day before the event. returning of the remaining materials back to the Council of Europe Office in Chisinau/other organization(s) after the event is closed.
* Providing bottled water and glass/re-usable/biodegradable cups/water dispensers no later than one hour before the event.
* Preparing and installing basic organisational material such as signs/name tags with participants and contributors’ names.
* Providing a registration desk with the necessary personnel dealing with and following up registration of participants and contributors; providing attendance list and ensuring its signature by participants and contributors on each day of the event (please, note that the attendance list also serves as the proof of performance by the Provider, see Section IV below for more information) as well as verifying attendance in the room.
* Conducting surveys at the request of the Council of Europe and collecting feedback from participants to ensure the evaluation of the event's outcomes and overall satisfaction.
* Providing high-quality video and photographic services (including processing/editing services), photo booths, upon Council of Europe request.
* Abiding to all health and safety regulations at the event site.
* Providing on-site printing facilities during the event.
* Sending out invitations: in coordination with the Council of Europe’s staff arranging the printing and dispatching the invitations.
* Providing support, including additional personnel, for the proper organisation of the event upon Council of Europe request.
* Providing and installing furniture for event venue(s) upon Council of Europe request.

The above list is not considered exhaustive. The Council of Europe reserves the right to request deliverables not explicitly mentioned in the above list of expected services but related to them.

In case of subcontracting of the services to the third party, the Provider takes full responsibility for the quality of the subcontracted services.

The selected Provider shall ensure that high quality health, safety, hygiene, and non-smoking standards are in place at the event site.

For information about the Council of Europe security requirements for Conference/meetings organisation, see below Section 9.

1. **Accommodation**

The selected Providers may be requested to provide the following services:

* Accommodation for participants according to the Council of Europe needs and requirements (i.e. single, double, standard, business rooms and others, based on half board/full board packages) with clear indication on cancellation policy including deadlines for any change/final confirmation of booking.
* Accommodation should be provided preferably either on the same premises, where the event takes place, or within walking distance from those premises. Specific requirements to the hotel room and hotel premises, if any, will be provided during the call-off procedure.
* Provide parking lots upon request of the Council of Europe Office in Chisinau for participants accommodated in the selected hotel.

In case of subcontracting of the services to the third party, the Provider takes full responsibility for the quality of the subcontracted services.

For information about the Council of Europe security requirements for Accommodation, see below Section 9.

**4.   Catering**

The selected Providers may be requested to provide the following services:

* Organising and/or providing catering services, meals, soft drinks/water, and coffee refreshment according to Council of Europe needs and requirements (standard, premium, seated, standing and other). Upon Council of Europe request, these services should be provided either a) in co-ordination with the restaurant situated in the premises where the event takes place, or b) delivering quality catering services to the other location indicated by the Council of Europe project staff members.

In case of subcontracting of the services to the third party, the Provider takes full responsibility for the quality of the subcontracted services.

The selected Provider shall ensure that health, safety, and hygiene, including non-smoking standards, required by national legislation are strictly followed.

1. **Transfer/transport services**

The selected Providers may be requested to provide the following services:

* Providing transfer services for individuals and groups.
* Providing modern, air-conditioned and comfortable vehicles, with requested seating capacity, including cars/minivans/buses, driven by experienced, licensed professional drivers prior, during and after the event upon Council of Europe request (price to be calculated per h/km).

The Provider or its sub-contractor should be able to provide on short notice replacements for vehicles or drivers in case technical failures, accidents, illness, or similar unforeseen events prevent the agreed service delivery.

Where the Provider or its sub-contractor provides an airport pick-up or other transportation service, the selection of the transportation company/drivers should not be done on an ad hoc basis. The Provider or its sub-contractor should have an established working relationship with the company/drivers and be able to rely on their services. In general, the requirements listed for transportation below shall be complied with. Any failure to comply with these standards shall be notified to the Council of Europe when tendering for call-offs and may lead to rejection of the offer.

In case of subcontracting of the services, the Provider takes full responsibility for the quality of the subcontracted services.

For information about the Council of Europe security requirements for Transfer/Transportation services organisation, see below Section 9.

1. **Professional photography & videography services**

The selected Providers may be requested to provide the following services:

* Professional photographic services, including processing/editing.
* Professional videography and filming, including processing/editing.
* Photo booths.
1. **Management of petty cash and reimbursement of expenses**

Upon request of the Council of Europe, the Provider shall make cash payments to attendees of events to reimburse their travel and subsistence expenses. The Provider shall make these payments directly to the attendees and shall be reimbursed these costs by the Council of Europe.

The amount of costs to be reimbursed shall correspond, for each event for which these services are requested, to the real costs indicated in the supporting documents to be submitted by the selected Provider and accepted by the Council (travel tickets or invoices collected by the selected Provider from the attendees). These expenses will be accepted by the Council subject to their conformity with the applicable rules of the Council of Europe.[[2]](#footnote-2)

For each event, the Provider shall submit to the Council a signed expense form, countersigned by the attendees who were reimbursed expenses, specifying for each person the expenses incurred and reimbursed (e.g. travel costs to and from the place where the event took place).

The expense form shall be accompanied by the corresponding invoices and, where applicable, further proof of actual expenditure of the expenses reimbursed (e.g. travel tickets issued to or submitted by the attendees). The aforementioned invoices and supporting documents shall be submitted in their original version. If for legal reasons the original supporting documents must be retained by the Provider, certified copies must be submitted.

The selected Providers may be requested to provide the following services:

* Prepare specific financial documentation for reimbursement of petty cash (travel expenses, per diems,) for participants at the events organised by projects/Chisinau Office.
* Prepare and submit to the Chisinau Office petty cash reports.
1. **Support personnel for onsite assistance**

Selected Providers may be requested to provide support personnel for onsite assistance. The personnel will assist the Council of Europe representatives during the events. They will have to comply with all lawful instructions from the Council of Europe’s representatives for the entire duration of their assignment. The selected providers will have the opportunity to charge for this service only as a lump sum (that is, one person per event) and not for separate tasks (which may not be fully pre-defined) performed by the personnel during the event.

1. **Security requirements**

With respect to services to be provided under Lot1 **Integrated event management services**, item 1. **Indoor and Outdoor events – Rental of Conference/meeting rooms, outdoor spaces** and item 3. **Accommodation** above, the Provider shall be responsible for compliance with the following security standards in the implementation of all call-offs concluded under the framework agreement.

All premises, wherever located, where the Council organises events and/or accommodation, must comply with the following basic requirements, unless otherwise specified by the Council of Europe in a subsequent call-off:

* Security staff on regular duty.
* A CCTV system shall cover public areas of the premises (e.g. hotel).
* When relevant, a functioning and regularly checked elevator system in place.
* A functioning fire alarm system.
* At least one fire evacuation exit from the premises (e.g. hotel).
* Clearly marked fire evacuation routes.
* Smoke detectors installed in all premises (e.g. hotel) and conference rooms.
* Fire extinguishers placed on all floors of the premises (e.g. hotel) and in public areas near conference rooms.
* Mobile fire extinguishers for outdoor events.

If specific security concerns related to the organisation of an event have been identified by the Council of Europe, the national authorities, or the Provider, the Council may:

* decline offers in response to call-offs on the basis of specific security concerns.
* request Providers to submit offers of accommodation or conference facilities from a list of premises where the Council of Europe has conducted a security risk assessment. Where relevant, this list shall be provided to Providers at the time of the relevant call-off.

If an event is organised in premises separate to the accommodation, the above standards also apply to that specific event site.

If the Council of Europe requests Providers to submit offers for item 5. **Transfer/transportation services**, then Providers must ensure the following requirements are met:

* All passengers are insured in case of an accident by third party liability insurance (TPL), in compliance with domestic legislation.
* All drivers shall have a valid driving licence for the respective vehicle class as prescribed by the applicable national legislation.
* All drivers shall have at least 5 (five) years of professional driving experience.
* The drivers are selected via a testing process by the relevant transportation company.
* The vehicles are not more than 7 (seven) years old and must have had regular technical check-ups in accordance with the national requirements.
* All drivers shall be aware of and observe professional ethics in dealing with clients.

In exceptional circumstances, the Council may accept a driver with less professional experience or an older vehicle provided all other requirements are met, and the unavailability of services meeting the standard requirements has been explicitly brought to the attention of the Council of Europe prior to the performance of the services.

The Council of Europe can refuse the services of a particular driver if there is concern that his/her ability to carry out his/her duties safely may have been impaired, affected or influenced by illness, fatigue or injury or any other reason. The Council of Europe can refuse the services to be delivered by a particular vehicle if there is a concern that at the moment when the service needs to be delivered, the vehicle in question is not deemed fit for the purpose.

**Where the Council considers necessary, it may request a higher or lower level of security than listed above. In such cases, the call-off for the relevant services will provide details of specific security measures valid only for the event(s) concerned. If no specific measures are provided in the call-off concerned, the above list remains valid.**

**Lot 2:** **Hotel hospitality services**

The objective of this lot is to select **hotels** that, throughout the duration of the Framework Agreement, may be requested to provide services for various types of events, including conferences, seminars, trainings, workshops, and other relevant events and for different size of events (small scale, medium and large-scale events). The Providers should also be able to provide services for high profile events with high level of representation as well as for ordinary events.

Selected hotels will be grouped in three regions of the Republic of Moldova: North, Center, and South. Municipalities that belong to the North region are: Bălți, Briceni, Dondușeni, Drochia, Edineț, Fălești, Florești, Glodeni, Ocnița, Rîșcani, Sîngerei, Soroca. Municipalities belonging to the Center region are: Anenii Noi, Călărași, Criuleni, Dubăsari, Hîncești, Ialoveni, Nisporeni, Orhei, Rezina, Strășeni, Șoldănești, Telenești, Ungheni. Municipalities that belong to the South region are: Basarabeasca, Cahul, Cantemir, Căușeni, Cimișlia, Comrat, Leova, Ștefan Vodă, Taraclia.

When publishing Call off for an event planned to be organised in the specific region of the country, only those hotels previously selected through the tendering procedure for the Framework Agreement which are in the target region will be contacted to submit their offers.

In this context, selected Providers should be able to directly provide the following categories of services:

1. **Conference/meeting room**

Conference/meeting rooms (from 1 to 300+ persons capacity) respecting the following requirements: the size of the meeting room should be appropriate to accommodate participants respecting personal space requirement for each participant (75 – 90 cm) the participants; the room should be with natural day- light and fresh air circulated (possibility to have windows opened).

1. **Conference support services**
* In communication with the Council of Europe project staff members define the best possible modalities how to set up the meeting room for the event based on their professional experience by providing relevant suggestions that would fit the best the size of the meeting room and concept of the event.
* Setting up the room, including setting up tables and chairs according to the Council of Europe requirements (e.g. Conference Style, Auditorium Style, Banquet Style, Hollow Square Style, Classroom, U-Shape Style, Cabaret Style, Podium, Stage construction and Head Table) no later than two hours before the event starts.
* A cloakroom and a registration desk with the necessary personnel shall be provided to welcome, register and direct participants.
* Setting up of basic technical equipment for the event: providing, installing, and connecting all necessary equipment (laptop/computer, multimedia projector/beamer, led panels, microphones at the table with the speakers).
* Provide stable wi-fi network connection.
* Installing rollup banners and other visibility material items with proper care, inside and outside of the meeting rooms, no later than one hour before the event starts.
* Providing refreshment (bottled water and glasses) inside the meeting room no later than one hour before the event starts including refilling during the event as agreed with the project staff members.

 **3.** **Hotel accommodation**

The selected Providers may be requested to provide the following services:

* Accommodation for participants according to Council of Europe needs and requirements (i.e. single, double, standard, business rooms and others, based on half board/full board packages) with clear indication on cancellation policy including deadlines for any change/final confirmation of booking.
* Accommodation should be provided preferably either on the same premises, where the event takes place, or within walking distance from those premises. Specific requirements to the hotel room and hotel premises, if any, will be provided during the call-off procedure.
* Provide parking lots upon request of the Council of Europe Office in Chisinau for participants accommodated in the selected hotel.

For information about the Council of Europe security requirements for accommodation, see below Section 5.

**4.** **Catering**

The selected Providers may be requested to provide the following services:

* Organising and/or providing catering services, meals, soft drinks/water, and coffee refreshment according to Council of Europe needs and requirements (standard, premium, seated, standing and other). Upon Council of Europe request, these services should be provided either a) in co-ordination with the restaurant situated in the premises where the event takes place, or b) delivering quality catering services to the other location indicated by the Council of Europe project staff members if the need arises.

The selected Provider shall ensure that health, safety, and hygiene, including non-smoking standards, required by national legislation are strictly followed.

The above list is not considered exhaustive. The Council of Europe reserves the right to request deliverables not explicitly mentioned in the above list of expected services but related to them.

**5.** **Security requirements**

With respect to services to be provided under Lot 2 **Conference/meeting room/Event management services/Hotel accommodation/Catering**, item 1. **Rental of the Conference/meeting room** and item 3. **Accommodation**, the Provider shall be responsible for compliance with the following security standards in the implementation of all call-offs concluded under the framework agreement.

All premises, wherever located, where the Council of Europe Office in Chisinau organises events and/or accommodation, must comply with the following basic requirements, unless otherwise specified by the Council of Europe in a subsequent call-off:

* Security staff on regular duty.
* A CCTV system shall cover public areas of the premises (e.g. hotel).
* A functioning fire alarm system.
* At least one fire evacuation exits from the premises (e.g. hotel).
* Clearly marked fire evacuation routes.
* Smoke detectors installed in all premises (e.g. hotel) and conference rooms.
* Fire extinguishers placed on all floors of the premises (e.g. hotel) and in public areas near conference rooms.

If a specific security concern related to the organisation of an event have been identified by the Council of Europe Office in Chisinau, the national authorities, or the Provider, the Council of Europe Office in Chisinau may:

* decline offers in response to a call-offs based on specific security concerns.
* request Providers to submit offers of accommodation or conference facilities from the list of premises where the Council of Europe has conducted a security risk assessment. Where relevant, this list shall be provided to Providers at the time of the relevant call-off.

If an event is organised at the premises separate to the accommodation, the above standards also apply to that specific event site.

**Where the Council of Europe considers necessary, it may request a higher or lower level of security than listed above. In such cases, the call-off for the relevant services will provide details of specific security measures valid only for the event(s) concerned. If no specific measures are provided in the call-off concerned, the above list remains valid.**

**Lot 3: Transportation services**

The objective of this lot is to select **private transportation companies** that, throughout the duration of the Framework Agreement, may be requested to provide the following services:

* Transfer services for individuals and groups in the Republic of Moldova.
* The means of transportation shall be cars/mini vans/buses for the needs of the Council of Europe requirements.

The Provider or its sub-contractor must be able to provide on short notice replacements for vehicles or drivers in case technical failures, accidents, illness, or similar unforeseen events prevent the agreed service delivery.

Where the Provider or its sub-contractor provides an airport pick-up or other transportation service, the selection of the transportation company/drivers should not be done on an ad hoc basis. The Provider or its sub-contractor must have an established working relationship with the company/drivers and be able to rely on their services. In general, the requirements listed for transportation below shall be complied with. Any failure to comply with these standards shall be notified to the Council of Europe when tendering for call-offs and may lead to rejection of the offer.

In case of subcontracting of the services, the Provider takes full responsibility for the quality of the subcontracted services.

The above list is not considered exhaustive. The Council of Europe reserves the right to request deliverables not explicitly mentioned in the above list of expected services but related to them.

For information about the Council of Europe security requirements for Transfer/Transportation services organisation, see below Section 1.

1. **Security requirements**

If the Council of Europe requests Providers to submit offers for Lot 3. **Transportation services,** the Providers must ensure the following requirements are met:

* All passengers are insured in case of an accident by third party liability insurance (TPL) in compliance with domestic legislation.
* All drivers shall have a valid driving license for the respective vehicle class as prescribed by the applicable national legislation.
* All drivers shall have at least 5 (five) years of professional driving experience.
* The drivers are selected through the testing process by the relevant transportation companies.
* The vehicles shall not be more than 10 (ten) years old and must have had annual technical check-ups.
* All drivers shall be aware of and observe professional ethics in dealing with clients.

The Council of Europe can refuse the services of a particular driver if there is a concern that his/her ability to carry out his/her duties safely may have been impaired, affected or influenced by illness, fatigue, injury, or any other reason. The Council of Europe can refuse the services to be delivered by a particular vehicle if there is a concern that, at the moment when the service needs to be delivered, the vehicle in question is not deemed fit for the purpose.

**Where the Council of Europe considers necessary, it may request a higher or lower level of security than listed above. If no specific measures are provided in the call-off concerned, the above list remains valid.**

**Lot 4: Professional photography & videography services**

The objective of this lot is to select professional service providers who, throughout the duration of the Framework Agreement, may be requested to deliver the following services:

* **Photography and videography services** for events, meetings, missions, field visits, and other activities organized by or on behalf of the Council of Europe in the Republic of Moldova.
* **Editing and post-production services** for both photo and video materials, ensuring professional quality output suitable for institutional use (including digital and print publications, websites, social media, and press materials).
* **Live streaming or video recording** of events, where applicable, including provision of necessary technical equipment (e.g., cameras, microphones, lighting, streaming gear).

The Provider or its sub-contractor must be able to ensure timely and high-quality delivery of services, including editing and post-production, in accordance with the deadlines and technical specifications provided by the Council of Europe.

In case of unforeseen circumstances (equipment failure, illness, or unavailability of personnel), the Provider must be able to ensure immediate replacement of the photographer/videographer or equipment, to avoid disruption of planned activities.

The Provider or its sub-contractor must ensure that all personnel engaged are professionals with proven experience in institutional or event photography/videography. The use of ad hoc or unverified operators is not permitted. The Provider should have an established working relationship with any sub-contracted staff or companies and ensure full compliance with the Council of Europe’s visual identity and communication standards.

If the services are subcontracted, the Provider retains full responsibility for the quality and timely delivery of the services.

The list above is not exhaustive. The Council of Europe reserves the right to request related deliverables that may not be explicitly mentioned but fall within the scope of professional photo/video production services.

For information about the Council of Europe security requirements for Photo/Video Services, please refer to Section 1 below.

1. **Security Requirements**

With respect to services to be provided under Lot 4 Professional photography & videography services the Provider shall be responsible for compliance with the following security standards in the implementation of all call-offs concluded under the framework agreement.

* Confidentiality and Data Protection - The Provider and any subcontractors must comply with applicable data protection legislation, including the EU General Data Protection Regulation (GDPR) and the Council of Europe’s data protection policies. Any materials (photos, videos, raw footage) containing identifiable persons, confidential content, or sensitive institutional activities must be treated as confidential and used only for the purposes defined by the Council of Europe. The Provider must not share, publish, or otherwise disseminate any materials without explicit written consent from the Council of Europe.
* Secure Handling and Storage of Materials - All raw and processed photo/video files must be securely stored (preferably encrypted) and protected from unauthorized access during production, editing, transfer, and archiving phases. If materials are transmitted electronically (e.g., via cloud platforms or file transfer services), they must be transferred using secure, password-protected, or encrypted channels. Upon request, files must be deleted from the provider’s storage systems once delivery is complete and confirmed by the Council of Europe.
* Event Access and Identification - Providers working on Council of Europe premises or events may be required to undergo identity verification and comply with venue-specific security protocols, such as badge access or pre-registration. Unauthorized filming or photography of areas or persons outside the scope of the assignment is strictly prohibited.
* Subcontractor Responsibility - Where services are subcontracted, the Provider remains fully responsible for ensuring that the subcontractors comply with all security and confidentiality requirements.
* Breach Notification - In the event of any data breach, accidental loss, or unauthorized access to photo/video materials, the Provider must immediately inform the Council of Europe and cooperate fully with any follow-up actions or investigations.

**Where the Council of Europe considers necessary, it may request a higher or lower level of security than listed above. If no specific measures are provided in the call-off concerned, the above list remains valid.**

1. **MISCELLANEOUS**

The above services are not exhaustive, and the Council may request other related services (among others, organising social events for attendees) to be provided in the context of events organised under the scope of this framework agreement.

The provision of services of interpretation and translation does not fall within the scope of this call for tenders. The Council shall contract interpreters by other means to perform these tasks. The Council of Europe shall also be responsible for the provision and set-up of equipment to be used by the interpreters. However, the Provider and its subcontractors shall make all reasonable endeavours to facilitate the set-up and operation of the interpretation services.

Meetings with the Provider may be held on a regular basis at the Council of Europe premises in Chisinau to monitor and evaluate the services provided.

1. **FEES**

Tenderers will be requested to tender, including with regard to fees, through subsequent competitive procedures (call-offs), which will be held after the signature of this agreement (see below Section D for more details about call-offs procedure).

1. **HOW WILL THIS FRAMEWORK AGREEMENT WORK? (CALL-OFFs PROCEDURE)**

Throughout the duration of this Framework Agreement, the pre-selected Providers will benefit from exclusivity, within the limits of the scope of this Agreement.

1. **1st stage: Selection and signature of the Framework Agreement**

The Council of Europe will select a minimum of 3 (three) and maximum of 15 (fifteen) Providers, provided that there are sufficient tenderers satisfying the exclusion and eligibility criteria. In case the number of eligible tenderers exceeds the maximum number of Providers to be selected, the Council of Europe reserves the right to give preference to tenderers who score the highest on the basis of the award criteria (see Section G below).

A signed copy of the Act of Engagement will be returned to the pre-selected Providers. The Framework Agreement will subsequently be considered as concluded between the Council of Europe and these pre-selected Providers.

1. **2nd Stage: Award of subsequent call-offs**

Once the Framework Agreement is signed, further competitive procedures will be launched to determine which of the pre-selected Providers will provide the services.

During the execution period of the Framework Agreement, tendering procedures, referred to as “call-offs”, will be launched each time a new need for services arises. For these call-offs, **only the pre-selected Providers will be invited to submit tenders**. Within the limits provided for in the Agreement, **pre-selected Providers will therefore in principle benefit from exclusivity**. In return, the selected providers **commit to offer preferential rates and conditions to the Council, subject to their operational feasibility**.

For each call-off, the pre-selected Providers will be notified of the terms of reference, and, where relevant, additional tender rules and additional legal conditions applicable. Each notification will indicate the deadline for the submission of tenders, along with all supporting documents, taking into account the complexity of the call-off concerned. Call-off tenders received after the deadline shall not be considered.

For more information about the call-off procedure, see the applicable legal conditions (as reproduced in the Act of Engagement).

The Council reserves the right to contract with third parties if the offers presented by the pre-selected Providers do not satisfy the applicable professional standards, do not cover the entire scope of the Council of Europe’s needs, fail to produce prices consistent with the average market price (as determined by the Council of Europe’s market analysis), or if no suitable offer is presented.

The award criteria (See Section F.3 below) will in principle be applied to each call-off in order to identify which offer provides the best value for money. However, the Council reserves the right to set different award criteria depending on the specific requirements of each call-off.

1. **Award criteria and weighting for the subsequent call-offs**
* (60 points) **Capacity to provide the requested services, including:**
	+ the **technical and deadline requirements** of the call-off (including security).
	+ the **quality requirements** of the call-off, including the proposed **cancellation policy**.
	+ the **human resources** allocated to the event(s).
* (40 points) **Financial offer**.

The above criteria will be assessed on the basis of the documents identified/requested by the Council in each individual call-off.

1. **ASSESSMENT (1st STAGE OF THE FRAMEWORK AGREEMENT)**

*Exclusion criteria* (by signing the Act of Engagement, you declare on your honour not being in any of the below situations) [[3]](#footnote-3)

Tenderers shall be excluded from participating in this 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;

are subject to restrictive measures applied by the United Nations Security Council or the European Union. In the case of legal persons, the restrictive measures imposed on the tenderer’s owner(s) or executive(s) will also exclude the tenderer from participating in this tender procedure.

*Eligibility criteria*

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

* Being registered as a company in the country where the services are to be provided and in accordance with the national legislation for LOT 1, 2 and 3.
* 3 (three) years of experience in providing the services covered by the lot they are bidding for.
* Sufficient financial capacity, namely an annual turnover of over 500,000 EUR over the last 3 (three) years of reference according to the company’s practice for LOT 1 and 2.
* Sufficient human capacity to execute the contract, namely at least 3 (three) staff members, for LOT 1 and 2.

*Award criteria*

If after the application of the eligibility criteria to the tenders received, there remain more Providers than the maximum number announced in this call, the Council of Europe shall proceed with a scoring of the eligible tenderers, based on the following criteria:

* (25 points) Relevance of the experience of the Provider.
* (50 points) Technical capacity to provide services and meet the deadlines as requested in the Terms of Reference.
* (25 points) Human capacity to guarantee that the requirements of the Council will be met, including:
	+ The experience of the contact point, including very good knowledge of Romanian and a good knowledge of English languages.
	+ The experience and language skills of other staff allocated to the execution of this Framework Agreement.

**Multiple tendering is not authorised.**

1. **DOCUMENTS TO BE PROVIDED**
* **One completed and signed copy** of the Act of Engagement[[4]](#footnote-4).
* Completed and signed **Tender Proposal Form**.
* Proof of authorisation of the signatory of the Act of Engagement to represent the tenderer.
* A copy of the **audit financial statements** of the company, or any equivalent document, for the **past three financial years** (profit and loss account) and **Auditor’s/accountant’s report** indicating the annual turnover over the last **3 (three) years** of reference according to the company’s practice, for LOT 1 and 2.
* A copy of **registration document/s** of the company.
* **2 (two) reference letters** from major clients.
* **CVs** ofof the contact point and of other staff allocated to the execution of this Framework Agreement.
* A presentation of the Company’s capacities with samples of event production and communication materials such as: videos, banners, visuals of a campaign, etc. developed for various stakeholders in the past five years.
* A Tax Declaration in a form of an Original Statement from the Tax office (or relevant Authority), that the tenderer has paid all the profit taxes and social insurance taxes (issued by relevant authorities not earlier than 2 (two) months before the deadline for submission of tenders).

**One copy of each document shall be submitted via e-mail in English (registration document/s can be submitted in original language), failure to do so will result in the exclusion of the tender. In case of official documents, certified translated copies in English shall be provided.**

**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 EVENT MANAGEMENT SERVICES IN tHE REPUBLIC OF MOLDOVA

2025/AO/36

**ARTICLE 1 – IDENTIFICATION OF THE CONTRACTING AUTHORITY**

* 1. **Name and address**

**COUNCIL OF EUROPE**

Office of the Director of Programme Coordination

Council of Europe Office in the Republic of Moldova

* 1. **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 19 member and non-member states (in Ankara, Baku, Belgrade, Brussels, Bucharest, Chisinau, Erevan, Geneva, Kyiv, Lisbon, 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.[[5]](#footnote-5)

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

**ARTICLE 2 – VALIDITY OF THE TENDERS**

Tenders are valid for 180 calendar days as from the closing date for their submission.

**ARTICLE 3 – DURATION OF THE CONTRACT**

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

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

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

**ARTICLE 5 – Content of the tender file**

The tender file is composed of:

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

**ARTICLE 6 – LEGAL FORM OF TENDERERS**

The tenderer must be a legal person or consortia of legal and/or natural 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 **one week before the deadline for submissions of tenders**, in English, and shall be exclusively sent to the following address: **tender.chisinau@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** only to cdm@coe.int with reference no. **2025/AO/36** in the subject field. 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 **15 August 2025** by 23:59 CET, as received by the Council at cdm@coe.int.

**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.

\* \* \*

**FINAL CHECK LIST**

1. **BEFORE SENDING YOUR TENDER, CHECK THAT IT INCLUDES:**
* **One completed and signed copy** of the Act of Engagement[[6]](#footnote-6).
* Completed and signed **Tender Proposal Form**.
* Proof of authorisation of the signatory of the Act of Engagement to represent the tenderer.
* A copy of the **audit financial statements** of the company, or any equivalent document, for the **past three financial years** (profit and loss account) and **Auditor’s/accountant’s report** indicating the annual turnover over the last **3 (three) years** of reference according to the company’s practice, for LOT 1 and 2.
* A copy of **registration document/s** of the company.
* **2 (two) reference letters** from major clients.
* **CVs** ofof the contact point and of other staff allocated to the execution of this Framework Agreement.
* A presentation of the Company’s capacities with samples of event production and communication materials such as: videos, banners, visuals of a campaign, etc. developed for various stakeholders in the past five years.
* A Tax Declaration in a form of an Original Statement from the Tax office (or relevant Authority), that the tenderer has paid all the profit taxes and social insurance taxes (issued by relevant authorities not earlier than 2 (two) months before the deadline for submission of tenders).
1. **HOW TO SEND TENDERS?**

Tenders must be sent to the Council of Europe electronically only to **cdm@coe.int** with reference no. **2025/AO/36** in the subject field. Tenders submitted to another e-mail account will be excluded from the procedure.

The deadline for the submission of tenders is **15 August 2025 by 23:59 CET**, as received by the Council at **cdm@coe.int**.

1. In the case when interpretation services are needed, the respective equipment, including for audio, video and online services, shall be covered by a separate framework contract that the Council of Europe has established for this purpose. [↑](#footnote-ref-1)
2. Applicable Rules: <https://search.coe.int/cm/Pages/result_details.aspx?ObjectID=09000016805ce9c4> [↑](#footnote-ref-2)
3. 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.
	* For legal persons, an extract from the companies register or other official document proving ownership and control of the Tenderer.
	* For natural persons (including owners and executive officers of legal persons), a scanned copy of a valid photographic proof of identity (e.g. passport). [↑](#footnote-ref-3)
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. [↑](#footnote-ref-4)
5. Available on the website of the Council of Europe Treaty Office: [www.conventions.coe.int](http://www.conventions.coe.int) [↑](#footnote-ref-5)
6. 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. [↑](#footnote-ref-6)