**TENDER FILE / TERMS OF REFERENCE**

**(Competitive bidding procedure / Framework Contract)**

**Purchase of National Consultancy Services in Assessment - Evaluation, and Specialized Training in the Field of Mediation in Türkiye**

1. TENDER RULES

This tender procedure is a competitive bidding procedure. **In accordance with Rule 1395 of the Secretary General of the Council of Europe on the procurement procedures of the Council of Europe[[1]](#footnote-2), the Organisation shall invite to tender at least three potential providers for any purchase between €2,000 (or €5,000 for intellectual services) and €55,000 tax exclusive.**

This specific tender procedure aims at concluding a **framework contract** for the provision of deliverables described in the Act of Engagement (See attached). A tender is considered valid for 120 calendar days as from the closing date for submission. The selection of tenderers will be made in the light of the criteria indicated below. All tenderers will be informed in writing of the outcome of the procedure.

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

Tenders shall be submitted **by email only** (with attachments) **to the email address indicated in the table below, with the following reference in subject: Tender - ADR Project.**

Tenders addressed to another email address **will be rejected.**

The general information and contact details for this procedure are indicated on this page. You are invited to use the CoE Contact details indicated below for any question you may have. **All questions shall be submitted at least 5 working days before the deadline for submission of the tenders and shall be exclusively addressed to the email address indicated below with the following reference in subject: Questions -Tender-ADR Project address: ankara.office@coe.int**

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| --- | --- |
| **Type of contract ►** | Framework contract |
| **Duration ►** | Until **16 December 2023** |
| **Deadline for submission of tenders/offers ►** | **07 March 2023** |
| **Email for submission of tenders/offers ►** | **ankara.office@coe.int** |
| **Email for questions ►** | **ankara.office@coe.int** |
| **Expected starting date of execution ►** | **03 April 2023** |

1. EXPECTED DELIVERABLES

**Background of the Project**

The overall objective of the ADR Project is to improve the effectiveness of the justice system and access to justice in Turkey by providing a faster dispute resolution for the citizens, businesses, legal persons and other organisations and institutions at large.

The ADR Project has three specific objectives:

1. The scope and application of the conciliation is enhanced/increased and implemented effectively, ensuring that the rights of minors, victims and offenders are protected. Skills and professionalisms of the staff of the Directorate General for Criminal Affairs within the Ministry of Justice, as well as conciliators, legal professionals and conciliation prosecutors are strengthened.
2. The scope of mediation and arbitration is enlarged as well as the use and scope of mediation and arbitration are increased in civil law. The capacity and qualifications of the staff of the Directorate General for Legal Affairs within the Ministry of Justice as well as mediators, legal professionals and judiciary are enhanced to ensure consistent and efficient mediation and commercial dispute resolution.
3. The capacity of the Ministry of Justice and the staff of the relevant Departments is enhanced in strategic and policy development of ADR mechanisms, including the issues pertinent to the design, management and financing of its services.

The project has a duration of 36 months. Target groups of the project are the staff of the Ministry of Justice, judges, prosecutors, court staff lawyers, conciliators, mediators, arbitrators, academics, public/court users, business community, with a total of approximately 2,000 individuals. End beneficiary institutions of the project are the Directorate General for Criminal Affairs and Directorate General for Legal Affairs within the Ministry of Justice.

The Council of Europe is looking for a maximum of *15* Provider(s) (provided enough tenders meet the criteria indicated below) in order to support the implementation of the project with a particular expertise on assessment - evaluation, preparation of training module, delivering trainings of trainer, and providing consultancy in at least one of the specialisation fields of mediation/arbitration such as legal aspects of mediation, communication in mediation, negotiation in mediation; and/or adult education.

This Contract is currently estimated to cover up to 100 activities, to be held by 16 December 2023. This estimate is for information only and shall not constitute any sort of contractual commitment on the part of the Council of Europe. The Contract may potentially represent a higher or lower number of activities, depending on the evolving needs of the Organisation.

For information purposes only, the total budget of the project amounts to 4,000,000 Euros and the total amount of the object of present tender **shall not exceed 55,000 Euros tax exclusive** for the whole duration of the Framework Contract. This information does not constitute any sort of contractual commitment or obligation on the part of the Council of Europe.

**Scope of the Framework Contract**

Throughout the duration of the Framework Contract, pre-selected Providers may be asked to:

* Design, draft and deliver on-site and remote capacity building activities (training of trainers, round tables, seminars, workshops, consultations, e-learning courses) for mediators, conciliators, legal professionals, civil servants etc.;
* Develop, draft, revise and/or proofread training methodologies, curricula, training modules, e-learning courses and other training materials on mediation/arbitration, specialised mediation areas and/or adult education (androgogy) area;
* Provide consultancy, analyses and advice in at least one of the field of legal aspects of mediation, communication in mediation, negotiation in mediation, and/or adult education (androgogy);
* Participate in working/expert meetings with various stakeholders on drafting/adaptation of training materials for training of trainers;
* Contribute to conferences, meetings, round-tables and other online and face-to-face events, including through moderating discussions and delivering presentations;
* Provide other intellectual services for activities related to mediation/arbitration and adult education (androgogy).

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

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

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

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

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

1. FEES

Tenderers are invited to indicate their fees, by completing and sending the table of fees, as attached in Section A to the Act of Engagement. These fees are final and not subject to review. Tenders proposing fees above the exclusion level indicated in the Table of fees will be **entirely and automatically** excluded from the tender procedure.

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

1. HOW WILL THIS FRAMEWORK CONTRACT WORK? (Ordering PROCEDURE)

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

**Pooling**

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

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

Each time an Order Form is sent, the selected Provider undertakes to take all the necessary measures to send it **signed** to the Council within 2 (two) working days after its reception. If a Provider is unable to take an Order or if no reply is given on his behalf within that deadline, the Council may call on another Provider using the same criteria, and so on until a suitable Provider is contracted.]

**Providers subject to VAT**

The Provider, **if subject to VAT**, shall also send, together with each signed Form, a quote[[2]](#footnote-3) (Pro Forma invoice) in line with the indications specified on each Order Form, and including:

- the Service Provider’s name and address;

- its VAT number;

- the full list of services;

- the fee per type of deliverables (in the currency indicated on the Act of Engagement, tax exclusive);

- the total amount per type of deliverables (in the currency indicated on the Act of Engagement, tax exclusive);

- the total amount (in the currency indicated on the Act of Engagement), tax exclusive, the applicable VAT rate, the amount of VAT and the amount VAT inclusive .

**Signature of orders**

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

1. ASSESSMENT

*Exclusion criteria and absence of conflict of interests*

(by signing the Act of Engagement, you declare on your honour not being in any of the below situations)[[3]](#footnote-4)

Tenderers shall be excluded from participating in the tender procedure if they:

* have been sentenced by final judgment on one or more of the following charges: participation in a criminal organisation, corruption, fraud, money laundering, terrorist financing, terrorist offences or offences linked to terrorist activities, child labour or trafficking in human beings;
* are in a situation of bankruptcy, liquidation, termination of activity, insolvency or arrangement with creditors or any like situation arising from a procedure of the same kind, or are subject to a procedure of the same kind;
* have received a judgment with res judicata force, finding an offence that affects their professional integrity or serious professional misconduct;
* do not comply with their obligations as regards payment of social security contributions, taxes and dues, according to the statutory provisions of their country of incorporation, establishment or residence;
* are an entity created to circumvent tax, social or other legal obligations (empty shell company), have ever created or are in the process of creation of such an entity;
* have been involved in mismanagement of the Council of Europe funds or public funds;
* are or appear to be in a situation of conflict of interest;
* are retired Council of Europe staff members or are staff members having benefitted from an early departure scheme;
* are or if their owner(s) or executive officer(s), in the case of legal persons, are included in the lists of persons or entities subject to restrictive measures applied by the European Union (available at [www.sanctionsmap.eu](http://www.sanctionsmap.eu)).

*Eligibility criteria*

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

* University degree in law, political/ social sciences, international relations, public policy, or related fields; OR being a registered legal entity or a private entrepreneur specialised in the field of human rights, law, social protection, legal counselling (for legal persons);
* Minimum 5 years of work experience in the field of mediation/arbitration, and/or adult education (androgogy) and dealing with at least one of the following issues:
  + needs assessment, research, legislative review and comparative analysis;
  + evaluation of mediation services, case management and performance assessment;
  + policy design and provision of practical recommendations;
  + development and implementation of training programmes for mediation/arbitration professionals;
  + delivering seminars for judges, lawyers and mediation/arbitration professionals;
  + preparation of practical information tools for mediation/arbitration professionals and/or awareness raising materials for the users;
  + preparation of training module on mediation/arbitration;
  + preparation and delivering of adult education (androgogy) training.
* Excellent oral and written knowledge of Turkish language (preferably mother tongue level);
* Excellent oral and written knowledge of English language (at least B2 level of the Common European Framework of Reference for Languages (CEFR)).

*Award criteria*

* Criterion 1: Quality of the offer (%90), including:
  + Relevance of the experience and expertise of the tenderer in the areas covered by this call (40%);
  + Experience in providing consultancy services for national/international institutions on ADR, in international co-operation programmes implemented by the Council of Europe or another international organisation (30%);
  + Research, analysis, communication, drafting and/or training skills (20%).
* Criterion 2: Financial offer (10%).

The Council reserves the right to hold interviews with tenderers.

Multiple tendering is not authorised.

1. NEGOTIATIONS

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

1. DOCUMENTS TO BE PROVIDED

* **A completed and signed copy of the** **Act of Engagement[[4]](#footnote-5)** (See attached);
* A detailed CV, preferably in Europass Format, demonstrating clearly that the tenderer fulfils the eligibility criteria;
* A motivation letter up to 1 page, highlighting experience in the specific areas covered by this call;
* Sample of a document in Turkish **or** English (e.g. needs assessment report, policy paper, training material, brochure, article and or speech) recently authored by the tenderer concerning one of the substantive focus areas of the project, namely mediation, arbitration and/or adult education (androgogy) training;
* Contact details of 3 (three) references;
* Registration documents, for legal persons only;
* A list of all owners and executive officers, for legal persons only;

**All documents shall be submitted in English (except the sample document, which can be submitted in Turkish), failure to do so will result in the exclusion of the tender.**

**If any of the documents listed above are missing, the Council of Europe reserves the right to reject the tender.**

**The Council reserves the right to reject a tender if the scanned documents are of such a quality that the documents cannot be read once printed.**

**\* \* \***

1. The activities of the Council of Europe are governed by its [Statute](https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=0900001680306052) and its internal Regulations. Procurement is governed by the Financial Regulations of the Organisation and by [Rule 1395 of 20 June 2019 on the procurement procedures of the Council of Europe](https://search.coe.int/intranet/Pages/result_details.aspx?ObjectId=090000168094853e). [↑](#footnote-ref-2)
2. It must strictly respect the fees indicated in the Act of Engagement. In case of non-compliance with these fees, the Council of Europe reserves the right to terminate the Contract with the Provider, in all or in part. [↑](#footnote-ref-3)
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 above listed exclusion criteria are met;

   A certificate issued by the competent authority of the country of incorporation indicating that the fourth criterion is met;

   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-4)
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-5)