

2023

CALL FOR TENDERS

FOR THE PROVISION OF EVENT MANAGEMENT SERVICES IN ARMENIA

2023/AO/2023

Object of the procurement procedure ►	Event management services
Project ►	Office-wide (Council of Europe Office in Yerevan)
Organisation and buying entity ►	Council of Europe Office in Yerevan (Armenia) Directorate of Programme Co-ordination Council of Europe
Type of contract ►	Framework Agreement (with minimum 3 (three) and maximum 5 (five) Providers)
Duration ►	Until 31 December 2026 (renewable until 31 Dec 2027)
Expected starting date ►	01 May 2023
Tender Notice Issuance date ►	14 March 2023
Deadline for tendering ►	10 April 2023

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The TERMS OF REFERENCE describe what will be expected from the selected Providers.
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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** 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 (see below)

PART I –TERMS OF REFERENCE

CALL FOR TENDERS FOR THE PROVISION OF EVENT MANAGEMENT SERVICES IN ARMENIA 2023/AO/2023

A. BACKGROUND

The Council of Europe¹ (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.

The Council of Europe Office in Yerevan (Armenia) organised roughly 80 events annually in 2022 and 2021 for more than ten projects, funded by the European Union and Council of Europe member States. The Office in Yerevan is currently managing ten projects and plans to organise about 80 events per year for the period May 2023-December 2026.

These events consist in public events (e.g. conferences and high-level meetings) or technical or expert meetings (e.g. seminars, trainings and workshops) all aimed at supporting the implementation of the Council’s projects in Armenia. They may involve 1-30 (small scale), 30-80 (medium scale), 80-150 (large-scale) and over 150 participants, depending on the event format and scale and project needs. The precise requirements shall be stipulated during the call-offs procedure (See Section D below). These events/activities may be jointly organised with Council’s partners and stakeholders (public institutions, civil society organisations, international organisation, etc.).

In terms of the scope of this framework agreement (hereinafter “agreement”), it covers all events/activities, which are to be organised by the Council on the territory of Armenia.

The Council of Europe is looking **for minimum of 3 (three) and maximum of 5 (five) Providers** (provided enough tenders meet the criteria indicated below) to support the implementation of its activities/projects, particularly through provision of event management services.

This Agreement is currently estimated to cover up to 300 events, to be held by 31 December 2026. This estimate is for information only and shall not constitute any sort of contractual commitment on the part of the Council of Europe. The Agreement may potentially represent a higher or lower number of activities, depending on the evolving needs of the Organisation.

B. EXPECTED SERVICES

Throughout the duration of the Framework Agreement, pre-selected Providers should be able to provide services for different types of events/activities (e.g. conferences, seminars, trainings, workshops, etc.) and for different scale (e.g. small, medium and large scale events). The Providers should also be able to provide services for high-profile events with participation of high-level representatives of the Organisation and its partners and stakeholders as well as for ordinary events. The pre-selected Providers shall be able to deliver services in different locations across the territory of Armenia, as requested by the Council. Services will be requested on an as-needed basis, namely, when the need arises in relation to a specific event or events. Relevant specifications will be provided during the subsequent tender procedure (“call-offs procedure”, see below Section D). The selected Provider shall ensure that high-quality health, safety and hygiene standards are in place for all services provided, as well as take into account the environmental and social (especially, when it comes to accessibility and

¹ www.coe.int

inclusivity) impact of its work and strive to overcome or minimise its negative effects. In case of subcontracting of the services, the Provider takes full responsibility for the quality of the subcontracted services.

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

1. Conference/meeting room and related materials and resources

a. Conference/meeting room

The selected Provider(s) may be requested to provide the following services:

- Conference/meeting rooms (from 1 to 300+ persons capacity);
Setting up the room, including setting up tables and chairs according to the Council's requirements (e.g. Davos Style, Conference Style, Auditorium Style, Banquet Style, Hollow Square Style, Classroom, U-Shape Style, Cabaret Style, Podium, Stage construction and Head Table, etc.);

b. Related materials and resources

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

- Preparing conference facilities: providing, installing and connecting all necessary equipment (laptop/computer, multimedia projector/beamer, led panels, microphones, earphones, loudspeakers, mixer and other) no later than one hour before the event. Providing on-site technical and computer assistance at the event;
- Cleaning the room;
- Transportation of the visibility items and other event related materials from the Council's Office in Yerevan and/or the offices of donor or partner organisations to the event's venue and transfer them back to the offices;
- Installing roll-up banners and other visibility materials/items inside and outside of the conference/meeting room, no later than one hour before the event;
- Distributing and assembling visibility materials and items provided by the Council among participants;
- Preparing name tags, badges and other items based on the Council's requirements;
- Printing of event related materials and items such as hand-outs, badges, name tags, other. Distributing these materials and items among participants before the event;
- Providing bottled water and glasses;
- Providing a registration desk with the necessary personnel dealing with the registration of participants, providing attendance list and ensuring its signature by the participants on each day of the event for morning and afternoon sessions; providing desks for visibility materials and interpretation equipment;
- Providing audio/video recording of the event;
- Providing high-quality photographic services;
- Providing on-site printing facilities during the event;

- Ensuring the presence of at least one personnel from the Provider during the whole period of the event. When the event envisages of international participants, the assigned personnel should demonstrate sufficient knowledge of English;
- Providing to project staff photo evidence of the provision of all requested services, as a proof of delivery of these services (i.e. catering, printed hand-outs/materials, etc.).

The Council reserves the right to request deliverables not explicitly mentioned in the above list of expected services, but related to needs related to the organisation of a specific event/activity and, particularly, to provision of conference room and related materials and resources for that event.

For information about the Council's security requirements for conference/meetings organisation, see below Section B.5.

2. Accommodation

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

- Providing accommodation for participants according to Council's needs and requirements (i.e. single, double, standard, business rooms and others, half board and full board packages) with clear indication of the deadlines for changes/final confirmations of bookings and liability in case of last-minute cancelation or "no shows" (see Article 8 of Legal Conditions for more information about the cancellation policy).
- 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 rooms, if any, will be provided during the call-offs procedure.

For the information about the Council's security requirements for accommodation, see below Section B. 5

3. Catering

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

- Organising and/or providing catering services for receptions, lunches, coffee breaks and/or dinners according to the Council's needs and requirements (standard, premium, seated, standing and other). Upon the Council's 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) by delivering the quality catering services to the location indicated for a specific event/activity. The selected Provider should ensure the quality and quantity in accordance with the menu approved by the Council.

The selected Provider shall ensure that health and safety and hygiene standards required by the national legislation are strictly followed.

4. Transfer/transport services

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

- Providing transfer services for individuals and groups to/from the location of the event/activity;
- Providing vehicles, including cars/minivans/buses, with drivers prior, during and after the event upon Council's request;
- Providing services for compensation of travel expenses of participants to the Council's events/activities as per rules set by the Council.

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 that prevent the agreed service delivery.

For more information about the Council of Europe security requirements during transfer/transportation, see below Section B.5.

5. Security requirements

With respect to services to be provided under Section B. 1. Conference/meeting room and related materials and resources and Section B.2. 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 organises events and/or arrange accommodation, must comply with the following basic requirements, unless otherwise specified by the Council 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 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.

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 when tendering for call-offs and may lead to rejection of the offer.

If specific security concerns related to the organisation of an event/activity have been identified by the Council, the national authorities, other partners 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 the list of premises where the Council 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 Section B.4. **Transfer/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 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 companies;

- The vehicles are not more than 7 (seven) years old and must have had annual technical check-ups;
- 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 prior to the performance of the services.

The Council 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 can refuse the services to be delivered by a particular vehicle if there is a concern that now when the service needs to be delivered, the vehicle in question is not deemed fit for the purpose.

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 them.

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.

C. 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).

D. 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. First stage: Selection and signature of the Framework Agreement

The Council will select a minimum of 3 (three) and maximum of 5 (five) 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 reserves the right to give preference to tenderers who score the highest on the basis of the award criteria (see Section E 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 and these pre-selected Providers.

2. Second 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 carry out 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.

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's needs or if no suitable offer is presented.

The award criteria will be applied to each call-off to identify which offer provides the best value for money.

3. Award criteria and weighting for the subsequent call-offs

- (50%) **Capacity to provide the requested services, including:**
 - technical and quality compliance with the call-off's requirements (including security);
 - flexibility of the cancellation policy.
- (50%) **Financial offer**

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

E. ASSESSMENT (FIRST 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) ²

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;

² 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).

- 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).

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):

- Being registered as a company;
- Has minimum of 3 (three) years of experience in providing event management services in Armenia, including at least 8 (eight) events organised in Armenia over the last three years;
- Sufficient financial capacity, namely the minimum turnover of 20 million Armenian drams or equivalent³ per year over the last 2 (two) years of reference;
Sufficient human resources to execute the contract, namely at least 6 (six) employees including the contact person assigned for management of the overall framework agreement.

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 shall proceed with a scoring of the eligible tenderers, based on the following criteria:

- (25%) Successful track record of delivering event management services in Armenia as described under the Terms of Reference above;
- (25%) Technical capacity to guarantee that the requirements of the Council will be met, including but not limited to the capacity to provide services for different type, size and level of events to be organised in different locations within the territory of Armenia, as outlined above in Section B (Expected Services);
- (25%) Financial capacity;
- (25%) Human resources to guarantee that the requirements of the Council will be met, including:
 - The relevant experience and qualification of the contact person, including very good knowledge of Armenian and a good knowledge of English languages;
 - The relevant experience, qualification and language skills of other staff allocated to the execution of this Framework Agreement;
 - Number of staff allocated to the execution of this contract.

Multiple tendering is not authorised.

F. DOCUMENTS TO BE PROVIDED

1. **One** completed and signed copy of the Act of Engagement.⁴
2. A list of all owners and executive officers, for legal persons only;
3. Company's state registration documents.
4. Proof of authorisation of the signatory of the Act of Engagement to represent the tenderer.
5. Charter of the company or any additional documents showing that the company is entitled to perform the relevant commercial activities in Armenia.
6. A copy of the following financial statements of the company: balance sheet (form 1) and income statement (form 2) for the past 2 (two) financial years accompanied with audit opinion if available.
7. Official documents from Tax and Social Security Authorities of the country of registration confirming that there are no long-term outstanding obligations.

³The applicable exchange rate will be the one as fixed by the Central Bank of Armenia on the date of the issuance of this Tender notice.

8. Reference about the number of staff.
9. CVs of the contact persons and the staff allocated to the execution of the contract.
10. List of similar services provided in the past 3 (three) years.
11. References from 3 (three) major clients for company's event management activities.

All documents shall be submitted in PDF format in English. For the documents originally created in Armenian (points 2 to 7) please provide non-official translation to English. Failure to do so will result in the exclusion of the tender. If any of the documents listed above are missing, the Council reserves the right to reject the tender.

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

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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.

PART II – TENDER RULES

CALL FOR TENDERS FOR THE PROVISION OF EVENT MANAGEMENT SERVICES 2023/AO/23

ARTICLE 1 – IDENTIFICATION OF THE CONTRACTING AUTHORITY

1.1 Name and address

COUNCIL OF EUROPE

Directorate of Program Co-ordination

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, 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

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 framework Agreement 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:

field-finance.yerevan@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 with reference no. **2023/AO/23** 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 10 April 2023 by 23:59 CET.

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.

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⁵ 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:

1. **One** completed and signed copy of the Act of Engagement.
 2. A list of all owners and executive officers, for legal persons only;
 3. Company's state registration documents.
 4. Proof of authorisation of the signatory of the Act of Engagement to represent the tenderer.
 5. Charter of the company or any additional documents showing that the company is entitled to perform the relevant commercial activities in Armenia.
 6. A copy of the following financial statements of the company: balance sheet (form 1) and income statement (form 2) for the past 2 (two) financial years accompanied with audit opinion if available.
 7. Official documents from Tax and Social Security Authorities of the country of registration confirming that there are no long-term outstanding obligations.
 8. Reference about the number of staff.
 9. CVs of the contact persons and the staff allocated to the execution of the contract.
 10. List of similar services provided in the past 3 (three) years.
 11. References from 3 (three) major clients for company's event management activities.
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2) HOW TO SEND TENDERS?

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