



## CALL FOR TENDERS

### FOR THE PROVISION OF PRINTING, PUBLISHING AND RELATED SERVICES

**FA/9264/2025/01**

<b>Object of the procurement procedure ►</b>	The provision of printing, publishing and related services
<b>Project ►</b>	"Phase II: Support to the Implementation of the European Human Rights Standards in Ukraine"
<b>Organisation and buying entity ►</b>	Council of Europe Council of Europe Office in Ukraine Council of Europe Project "Phase II: Support to the Implementation of the European Human Rights Standards in Ukraine" PMM ID 3762, BH 9264
<b>Type of contract ►</b>	<b>Framework Agreement</b>
<b>Duration ►</b>	Until 31 December 2026
<b>Expected starting date ►</b>	April 21, 2025
<b>Tender Notice Issuance date ►</b>	04 April 2025
<b>Deadline for tendering ►</b>	15 April 2025 14h00 CET

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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 selected Providers.

### STAGE 2:

**COMPETITIVE PROCEDURES (CALL-OFFS)** are organised among the 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 PRINTING, PUBLISHING AND RELATED SERVICES FA/9264/2025/01

### A. BACKGROUND

The Council of Europe is currently implementing **the Project "Phase II: Support to the Implementation of the European Human Rights Standards in Ukraine"**. The Project's general aim is to assist the Ukrainian authorities in implementation of the European human rights standards with a specific focus on strengthening the Ombudspersons' Office operational capacity to protect human rights, aligning its legal and regulatory framework with the European standards, including in the field of data protection; to enhance the Ombudsperson's Office capacity to respond the challenges related to the reporting of gross human rights violations and strengthening the National Preventive Mechanism (NPM) to efficiently prevent and combat ill-treatment, as well as to enhance the Ombudsperson's Office external communication with the stakeholders and public.

Within the framework of the Project, it is planned to produce publications (handbooks, reports, brochures etc.), as well as specific branded materials: pens, business cards, pencils, notepads, press walls, posters, mugs, phone cases, eco bags, which would comply with the Visual identity guidelines for the Ombudsman Office (Brandbook).

The Council of Europe is looking for 3 (three) Providers (provided enough tenders meet the criterias indicated below) in order to support the implementation of the project with a particular expertise on full cycle printing services, including but not limited to pre-printing services (text editing, proofreading, layout design etc.) and printing services (bindings of various types, lamination, paper folding etc.) and manufacturing branded materials (embossing logo) on pens, pencils, notepads, press walls and clothes elements like T-shirts, hoodies, etc.

This Agreement is currently estimated to cover up activities 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.

The Framework Agreement resulting from this international public call for tenders will be available for use by all entities within the Council of Europe.

For information purposes only, the total budget of the project amounts to 1 200 000 Euros and the total amount of the scope of the present tender should in principle not exceed 55 000 Euros for the whole duration of the Framework Agreement. This information does not constitute any sort of contractual commitment or obligation on the part of the Council of Europe.

### B. EXPECTED SERVICES

Throughout the duration of the Framework Agreement, pre-selected Providers may be asked to render the following types of deliverables:

- Pre-printing services:
  - text editing and proofreading (texts in Ukrainian language on different topics, including ones with legal terminology);
  - graphic design services for the layout for covers and inside pages, including selection of color scheme, fonts, creation/adaptation of illustrative images, charts and graphs etc.
  - creation of electronic publications in PDF (or similar) format, including clickable table of content and hyperlinks, searchable content, etc.;

- Printing services:
  - digital, offset, screen printing on various types of paper in terms of thickness, size, weight, opacity etc.;
  - printing in RGB or CMYK or Pantone color scheme in accordance with characteristics and requirements of a specific publication;
  - binding for publications: glued, sewn, wire, staple binding etc.;
  - glossy/matte lamination;
  - embossing, engraving, etc on different types of products according to the Visual identity guidelines for the Ombudsman Office (Brandbook);
- Additional services:
  - communication with the designers, communication specialists, representatives of the Project/Project stakeholders in the course of text editing and proofreading, selection of general layout design and visual aids etc.;
  - delivery of the printed items in bulk to the Council of Europe or designated address;
  - individual dispatch of the printed items to a number of designated recipients, using post or courier services;
  - storage of the printed items within the premises of the provider for an agreed duration of time in the conditions appropriate for paper materials storing, etc.

The Project may require printing/production of the following items: handbooks, reports, textbooks, booklets, leaflets, brochures, reports, newsletters, factsheets, presentations, infographics, posters, certificates, pens, pencils, notepads, presswalls and clothes elements like T-shirts, hoodies etc.

All the items to be printed/produced shall comply with the visual identity of the Council of Europe and/or stakeholder institution, Guide to the Council of Europe's publications policy, and/or Visual identity guidelines for Ombudsman office (Brandbook) or any other requirement as specifically clarified by the Project in each case.

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.

## **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)**

Within the limits of the scope and the duration of the Framework Agreement, the selected Providers will benefit from exclusivity provided that they meet required professional standards, cover the entire scope of the Council of Europe's needs and present a suitable offer for a call-off under the Framework Agreement.

### **1. 1<sup>st</sup> stage: Selection and signature of the Framework Agreement**

The Council of Europe will select 3 (three) 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 E below).

A copy of the Act of Engagement countersigned by the Council of Europe will be returned to the selected Providers. Once the selected Providers receive the Act of Engagement countersigned by the Council of

Europe, the Framework Agreement will be considered as concluded between the Council of Europe and these selected Providers.

## 2. 2<sup>nd</sup> 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.

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 or if no suitable offer is presented.

The award criteria (See Section E.3 below) will be in principle 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.

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

- (60%) **Capacity to provide the requested services, including** technical quality of the offer: quality of the materials and efficiency of the working methods suggested for specific publication, qualification and experience of human resources assigned for provision of specific services;
- (40%) **Financial offer**

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

## E. ASSESSMENT (1<sup>ST</sup> 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) <sup>1</sup>

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

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<sup>1</sup> 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).

- 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;
- have not fulfilled, in the previous three years, their contractual obligations in the performance of a contract concluded with the Council of Europe leading to a total or partial refusal of payment and/or termination of the contract by the Council of Europe;
- 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 based on all supporting documents listed in Section F):

- Being registered as a legal person providing printing and publishing services in accordance with the national legislation;
- 3 years of experience in providing similar services and a proven track record of delivering similar services.

#### *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:

- Criterion 1: Technical capacities (60%) including technical equipment for printing, binding, laminating, applying a colour gradient to paper products - business cards, forms, postcards, notebooks, posters, handouts; as well as making/applying a logo and colour gradient to elements made of plastic (pen), ceramic (mugs), clothing (such as T-shirts, hoodies), making embroidered chevrons, badges, printing press was, in accordance with the Visual identity guidelines for Ombudsperson's Office (Brandbook) that will be provided with the call-offs;
- Criterion 2: Human resources (40%), including experienced editors, proof-readers, graphic designers that can be designated for provision of services when required.

**Multiple tendering is not authorised.**

## F. DOCUMENTS TO BE PROVIDED

- **One** completed and signed copy of the Act of Engagement;<sup>2</sup>
- A list of all owners and executive officers, for legal persons only;
- Registration documents (scanned copies of originals in Ukrainian);
- Tenderer's portfolio describing in detail the scope of services the tenderer provides, previous experience of provision of similar services, tenderer's technical equipment and respective technical capacities, available human resources;
- At least 5 samples of previously printed/produced publications (as photos of printed publications, files of/links to electronic publications).

**Act of Engagement and a list of owners shall be completed in English. All other documents shall be submitted in English or Ukrainian. 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.**

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<sup>2</sup> 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 PRINTING, PUBLISHING AND RELATED SERVICES FA/9264/2025/01

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

##### 1.1 Name and address

##### COUNCIL OF EUROPE

Council of Europe Office in Ukraine  
Council of Europe project "Phase II: Support to the Implementation of the European Human Rights Standards in Ukraine" BH 9264; PMM ID 3762

##### 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, Geneva, Kyiv, Lisbon, Paris, Podgorica, Pristina, Rabat, Sarajevo, Skopje, Tbilisi, Tirana, Tunis, Venice, Vienna, Warsaw, and Yerevan).

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.<sup>3</sup>

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:

- Part I – Technical specifications/Terms of reference;
- Part II - Tender rules;
- Act of Engagement, including the Legal Conditions of the contract.

#### ARTICLE 6 – LEGAL FORM OF TENDERERS

The tenderer must be a legal person except consortia.

#### ARTICLE 7 – SUPPLEMENTARY INFORMATION

All questions regarding the tender must be submitted at least **5 (five) days before the deadline for submission of proposals**, in English or Ukrainian, and must be addressed exclusively to [dgi-coordination@coe.int](mailto:dgi-coordination@coe.int) with the following subject: **Tender FA/9264/2025/01\_Question**.

#### ARTICLE 8 – MODALITIES OF THE TENDERING

Tenders must be submitted by e-mail only (with attachments) to [dgi-coordination@coe.int](mailto:dgi-coordination@coe.int) with the e-mail subject: **FA/9264/2025/01\_Company name**. Tenders submitted to other e-mail addresses will be rejected.

#### ARTICLE 9 – DEADLINE FOR SUBMISSION OF TENDERS

The deadline for the submission of tenders is April 15, 2025 by 14:00 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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<sup>3</sup> Available on the website of the Council of Europe Treaty Office: [www.conventions.coe.int](http://www.conventions.coe.int)



# FINAL CHECK LIST

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

- One completed and signed copy of the Act of Engagement;
  - A list of all owners and executive officers, for legal persons only;
  - Registration documents (scanned copies of originals in Ukrainian);
  - Tenderer's portfolio describing in detail the scope of services the tenderer provides, previous experience of provision of similar services, tenderer's technical equipment and respective technical capacities, available human resources;
  - At least 5 samples of previously printed/produced publications (as photos of printed publications, files of/links to electronic publications).
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## 2) HOW TO SEND TENDERS?

Tenders must be submitted by e-mail only (with attachments) to **dgi-coordination@coe.int** with the e-mail subject: **FA/9264/2025/01\_Company name**. Tenders submitted to other e-mail addresses will be rejected.

The deadline for the submission of tenders is April 15, 2025 by 14:00 CET.