

TENDER FILE / TERMS OF REFERENCE
(Competitive bidding procedure / Framework Contract)

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

**Purchase of consultancy services for the
Intercultural Cities Programme (ICC): Creation of a
tool to create online ICC charts and ensure their
maintenance and updating**
Contract N° DAD-ADD/ICC(2020)04

The Council of Europe is currently implementing the Intercultural Cities Programme (ICC). In that context, it is looking for Provider(s) to set-up the graphical display for the ICC Index charts and the relevant infrastructure for their regular upgrade.

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 Europe¹, the Organisation shall invite to tender at least three potential providers for any purchase between €2,000 (or €5,000 for intellectual services) and €150,000 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, or a legal person except consortia.

Tenders shall be submitted **by email only** (with attachments) **to the email address indicated in the table below, with the following reference in subject: ICC call for tenders: ICC Charts.** 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 Council of Europe contact details indicated below for any question you may have. **All questions shall be submitted at least 5 (five) 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: Question for ICC call for tenders: ICC Index Charts**

Type of contract ▶	Framework contract
Duration ▶	Until 01 August 2024
Deadline for submission of tenders/offers ▶	10 July 2020
Email for submission of tenders/offers ▶	Yann.Privat@coe.int
Email for questions ▶	Yann.Privat@coe.int
Expected starting date of execution ▶	01 August 2020

¹ The activities of the Council of Europe are governed by its [Statute](#) and its internal Regulations. Procurement is governed by the Financial Regulations of the Organisation and by [Rule 1393 of 20 June 2019 on the procurement procedures of the Council of Europe](#).

A. EXPECTED DELIVERABLES

Background of the Project

The Intercultural Cities (ICC) is a capacity-building and policy development programme developed by the Council of Europe to support local authorities to design inclusive integration policies and strategies based on the application of a diversity management model called Intercultural Integration.

The Council of Europe is looking for a maximum number of 3 Provider(s) (provided enough tenders meet the criteria indicated below) with a particular expertise in the areas of: analytics software solutions, data collection, transformation and storage, analysis and reporting, and modelling and forecasting.

For information purposes only, the total budget of the project amounts to **60 000 Euros** and the total amount of the object of present tender **shall not exceed 150,000 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 provide services describe below:

This call is made of 2 lots as follows :

Lot 1 - Setting-up the tool

Set-up the graphical display for the ICC charts and the relevant infrastructure for their regular upgrade. The upgraded ICC Charts should have the following functionalities:

- Graphical display of all cities' index results in the database (scoring);
- Graphical display of the cities' index results (scoring) filtered by:
 - Size of the city/Population: less than 100'000, 100-200'000, 200-500'000, more than 500'00;
 - Foreign-born/Non-nationals: less than 10%, 10-15%, 15-20%, more than 20%;
 - Countries (Cities belonging to the same country);
 - Policy Areas;
 - Core Index / «Advanced» Index;
 - Progress over time (one city).
- Printing functionality;
- Support of the modern browsers: Internet Explorer 11, Microsoft Edge, Google Chrome (latest version), Mozilla Firefox (latest);
- Catchy but clear design for Index Charts graphs, in line with ICC brand (the brand pack will be share by the ICC programme for reference).

This will be a one-off task.

Lot 2 - Maintenance and support services for the regular upgrade of the ICC charts (at least 4 times per year).

- Error correction: fixing the errors on the application level, when relevant;
- Hosting of the solution including all necessary environments;
- Data updates: at least once every 4 months.

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(s) 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).

B. 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.

C. 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 quote² (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

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.

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.

D. 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

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;
- 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 or are likely to be in a situation of conflict of interests.

Eligibility criteria

- Supplier or company staff to be allocated to the call's assignments to have a minimum 2 years' experience conducting similar tasks to those listed in the lots;
- Excellent level of English;
- Proven experience implementing projects in the field of this call within the relevant country (one Provider per national network).

Award criteria

- Quality of the offer (90%), including:
 - Thematic and technical expertise (50%), including:
 - sound and proven experience in the field of data collection and analysis, data storage and modelling, in particular in relation to urban policy data.
 - Technical capacity to present data and data search modalities in a clear, intuitive and visually appealing way, to ensure technically robust data hosting and reactivity in relation to updates
 - Professional expertise (40%), including:
 - excellent organisational, analytical, communication and interpersonal skills, a good customer service record.
- Financial offer (10%).

The Council reserves the right to hold interviews with eligible tenderers.

Multiple tendering is not authorised.

E. NEGOTIATIONS

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

F. DOCUMENTS TO BE PROVIDED

³ The Council of Europe reserves the right to ask tenderers, at a later stage, to supply 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 above listed exclusion criteria are met, and a certificate issued by the competent authority of the country of incorporation indicating that the fourth criterion is met.

- A completed and signed copy of the **Act of Engagement**⁴ (See attached).
- Registration documents, for legal persons only.
- A detailed CV of the company, demonstrating clearly that the tenderer fulfils the eligibility criteria.
- A motivation letter detailing reasons for application.
- CVs of company staff to be allocated to the call's assignments.
- An institutional summary, when applicable.
- An overview of a previous project successfully delivered in the field of this call for tender.
- Client portfolio.
- Referees' contact details.

All documents shall be submitted in English, failure to do so will result in the exclusion of the tender.

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

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

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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.