



## Call for tenders – study on the accessibility and inclusiveness of the European Youth Centres

### Questions and answers

1. “The study will contribute to the identification of measures, beyond the buildings’ accessibility regulations, that the EYCs could implement within the premises, facilities and **services** in order to improve the access, independence and experience of young people with disabilities when lodging and participating in the activities hosted in the two centres”. Please can you clarify what is meant here by “services” and provide a list of services which would need to be assessed?

For the list of services available at both youth centres you can refer to the websites of the EYCS and EYCB:

[Services at the EYCS](#)

[Services at the EYCB](#)

This includes delivery of services by personnel within the buildings (such as reception, service providers etc.)

2. Is there any existing data/feedback for service and building users with disabilities?

We have satisfaction questionnaires. However, it is not possible to identify persons with disabilities amongst the respondents. See below for the format of questionnaires.

[Evaluation forms EYCB](#)

[Evaluation forms EYCS](#)

3. Is it possible to be provided with a copy of any general arrangement plans for both EYC Strasbourg and Budapest, for us to understand the size of each development, layout and schedule of areas? Please can you also confirm the size of each centre (in sq.ft or sq.m).

**This question is being checked and the answer will be published as soon as possible.**

4. Considering the expected start/contract date is 18<sup>th</sup> March 2024 and the deadline for on-site visits is 17 May 2024, can you please confirm:

- a. The earliest availability for visits (i.e. from when can the visits take place)

Preferably, the visits would take place between 2 April and 3 May in the EYCS and before 13 May in the EYCB. Exact dates will be decided after the choice of the provider and in consultation with the relevant stakeholders and colleagues.

- b. How many days can be accommodated at each centre for the visits/interviews (i.e. is there an expectation on the minimum or maximum number of days which can be spent at each centre, ideally consecutive days).

The duration of the visits will be 2-3 consecutive working days at each centre, including the on-site visit of the premises and meetings with relevant colleagues and stakeholders.

- c. Are there any dates which must/should be avoided at each centre (i.e. due to existing events).



EYCS:

Due to bank holidays and events on the occasion of the 75<sup>th</sup> anniversary of the Council of Europe, the weeks of 6-17 May should be avoided.

EYCB:

Due to events on the occasion of the 75th anniversary of the Council of Europe, the week of 13 May should be avoided.

5. Based on responses to the above, we may recommend allowing for two inclusive design consultants to conduct the visits/interviews. In this event, is there any possibility for the expenses policy to be extended to reimburse for two consultants?

The budget foresees the visits for one consultant. It may be possible to cover a second one, but this will depend on the overall budget proposal.

6. Will the consultant be expected to attend all 3 days (19-21st June inclusive) for the Consultative meeting in Strasbourg, or should we factor one day for attendance/presentation?

The consultant(s) should attend at least one day of the meeting for the presentation of the study and answer potential questions from participants. Further participation and involvement in the meeting can be agreed with the consultant(s) if needed.

7. Beyond engaging with the stakeholders at the two locations, are there stakeholders within the Council of Europe that we could speak to/host a session with about DEI and inclusive design in the organisation more broadly?

A meeting with colleagues responsible for the buildings and installations from the Directorate of General Services can be organised to discuss these specific questions.

8. Please confirm that either a Powerpoint, Excel or PDF is acceptable as a “word processing file”?

For the final report, Word format shall be used. Powerpoint and PDF is acceptable for presentations. EXCEL is acceptable for statistics and financial data.

**In reply to the legal questions below regarding the Act of engagement, please note that requests to amend the legal conditions can be included in the offer and will be processed in accordance with the provisions laid down in [Article 21.8 of Rule No. 1395 of 20 June 2019 on the procurement procedures of the Council of Europe](#).**

**More information about the regulations and becoming a Council of Europe supplier can be found on the [Suppliers central website](#).**

3.2.4 Please confirm what is defined as the highest academic standard if this is to be guaranteed?

3.2.7 Can this clause be discussed further on appointment to be mutually agreed in terms of reproducing, adapting and distributing rights?

3.2.9 Could we discuss a cap for this clause on appointment?

3.6.1 Can this clause be discussed further on appointment to be mutually agreed in terms of what information is being published?



3.8.2.i Please confirm requirements for “i.Process personal data only in accordance with written instructions from the Council;”,

3.8.2.ix “Not process nor transfer personal data outside the jurisdiction of a Council of Europe Member State without the prior authorisation of the Council”. Can you confirm if, on appointment, it will be acceptable for data to be stored in the UK?

4.3.4 and 4.3.5: Can payment terms for the deliverables be adjusted to either 30 or 45 calendar days ?