

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

### Purchase of the services on website support and maintenance, frontend and backend design for the online awareness-raising platform "CEC: prosvita"



#### **Contract N° 9337/2025/2**

Within the framework of the Action Plan for Ukraine "Resilience, Recovery and Reconstruction" 2023 – 2026, the Council of Europe is currently implementing until 31 December 2026 a Project on "Supporting democratic post-war elections in Ukraine – Phase II" (hereinafter – 'the Project') aimed at ensuring that post-war national and local elections and referenda in Ukraine are democratic and held in line with international and European electoral standards and good practices.

Upon the request of the Central Election Commission of Ukraine (hereinafter – the CEC) – Project's main national partner, the Council of Europe supported the development and launch of the CEC online learning and awareness raising platform about elections ("[the "CEC: prosvita" online platform](#)") in September 2020. In that context, it is looking for a Provider for the provision of services on website support and maintenance, frontend and backend design to maintain further functioning and development of the CEC online platform to be requested by the Council on an as needed basis.

#### A. 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<sup>1</sup>, the Organisation shall invite to tender at least three potential providers for any purchase between €2,000 (or €6,000 for intellectual services) and €171,000 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 180 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 a natural person, legal person or consortium of natural and/or legal person.

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\_9337/2025/2 – Support\_online\_platform.** 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 (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: QUESTIONS\_TENDER\_9337/2025/2 – Support\_online\_platform.**

Type of contract ►	Framework contract
Duration ►	Until 31 December 2026
Deadline for submission of tenders/offers ►	<b>19 May 2025 23h59 Kyiv time</b>
Email for submission of tenders/offers ►	<a href="mailto:REPU@coe.int">REPU@coe.int</a>
Email for questions ►	<a href="mailto:REPU@coe.int">REPU@coe.int</a>
Expected starting date of execution ►	23 May 2025

<sup>1</sup> 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 1395 of 20 June 2019 on the procurement procedures of the Council of Europe](#).

## B. EXPECTED DELIVERABLES

### Background of the Project

Within the framework of the Council of Europe Action Plan for Ukraine "Resilience, Recovery and Reconstruction" 2023 - 2026, the Council of Europe is currently implementing the Project "Supporting democratic post-war elections in Ukraine – Phase II" aimed at ensuring that post-war national and local elections and referenda in Ukraine are democratic and held in line with international and European electoral standards and good practices.

Project activities are aimed at achieving the following outcomes:

- (1) Central Election Commission and other national authorities concerned incorporate into the national legal framework the criteria and measurable indicators to assess democratic pre-conditions necessary for the organisation and conduct of post-war elections at national and local levels in Ukraine in line with European electoral standards and good practices.
- (2) Central Election Commission develops up-to-date solutions to ensure that first post-war elections in Ukraine are held in line with international electoral standards and good practices.
- (3) Ukrainian voters within and beyond Ukraine are timely informed on election related and voting procedures via efficient, gender sensitive and inclusive communication led and coordinated by the Central Election Commission during the preparation and all the way to the conduct of the first post-war elections.
- (4) Ukrainian voters benefit from a free and safe election process during the first post-war elections, as well as the protection of their electoral rights in line with European electoral standards and good practices.

In 2020, upon the request of the Central Election Commission of Ukraine (hereinafter – the CEC) – Project's main national partner, the Council of Europe supported the development and launch of the awareness-raising online platform "CEC: prosvita" available upon the link <https://www.cvkpro.com/uk>. The "CEC: prosvita" online platform is a joint project of the CEC and the Council of Europe aimed at providing Ukrainian voters with constantly updated election related information and materials (infographics, leaflets, documents, videos), as well as encouraging them to learn more about elections in Ukraine, electoral process and procedures as foreseen in and by the Ukrainian electoral legislation. As of now, the "CEC: prosvita" online platform contains 4 online training courses on elections placed thereon: "Basic level course "Elections in simple terms" and 2 Advanced level courses "Local elections for voters" and "All-Ukrainian referendum" for voters, "Gender equality in politics in simple terms" for political parties, candidates and general public (to be made publicly available shortly), as well as awareness-raising and educational materials about various aspects of the electoral process.

In this regard, 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 website support, frontend and backend design to maintain further functioning and development of the "CEC: prosvita" online platform.

This Contract is currently estimated to cover up to 50 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 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 915,000 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.

### Lots

The present tendering procedure aims to select Provider(s) to support the implementation of the project and is divided into the following lots:

Lots	Maximum number of Providers to be selected
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Lot 1: Frontend design services related to the development and maintenance of the "CEC: prosvita" online platform	5
Lot 2: Backend design services related to the development and maintenance of the "CEC: prosvita" online platform	5
Lot 3: Website support of the "CEC: prosvita" online platform (daily backups, system upgrades, security protection)	5

Lot 1 – "Frontend design services related to the development and maintenance of the "CEC: prosvita" online platform" – concerns the provision of frontend design services for the development, maintenance, and enhancement of the "CEC: prosvita" online platform. This includes designing user-friendly, visually appealing, and cross-platform user interfaces (UI) to ensure seamless accessibility across devices, creating high-quality mockups and interactive prototypes, integrating API to enable smooth communication between frontend and backend systems, ensuring high graphic standards and consistency with the platform's branding, utilizing cloud infrastructure as part of the development environment. The service provision may also involve close collaboration with other developers to optimize the platform's functionality, security, and performance. Additional assignments may include generating analytics, reports, statistics, troubleshooting issues through data and processes analysis, developing/contributing to the development of supporting documentation, tutorials, and guidelines.

Lot 2 – "Backend design services related to the development and maintenance of the "CEC: prosvita" online platform" – concerns the provision of backend design services to ensure the platform's reliability, security, and scalability. This includes maintaining cloud infrastructure, fixing errors and issues, working with web server technologies, integrating cloud computing solutions, and using server-side programming languages. The services also comprise monitoring security issues, implementing backup and restore technologies for files and databases, setting cloud services and server applications to monitor and support portal, working and managing version control systems like GitHub; generating analytics and statistics through reporting, compiling and analysing data, processes, and codes to troubleshoot problems and identify areas for improvement. The service provision may also involve close collaboration with other developers and other teams to establish objectives and design more functional, cohesive solutions to enhance the user experience. Additional assignments may include developing/contributing to the development of supporting documentation, tutorials, and guidelines.

Lot 3 – "Website support of the "CEC: prosvita" online platform (daily backups, system upgrades, security protection)" – concerns the provision of comprehensive support to ensure the platform's stability, security, and functionality. This includes daily backups, system upgrades, access management, cloud infrastructure and database maintenance, and security monitoring. The service provision involves setting up and managing backups, monitoring system health and security, and resolving server- and client-side issues promptly. Additional tasks include generating analytics and statistics through reporting, as well as compiling and analysing data to troubleshoot problems and identify areas for improvement.

The Council will select the abovementioned number of Provider(s) per lot, provided enough tenders meet the criteria indicated below. Tenderers are invited to indicate which lot(s) they are tendering for (see Section A of the Act of Engagement).

### Scope of the Framework Contract

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

Under Lot 1 "Frontend design services related to the development and maintenance of the "CEC: prosvita" online platform":

- design and integrate user-friendly, intuitive and easy-to-navigate frontend elements into the online platform;
- maintain and improve the online platform;
- design cross platform UI;
- collaborate with other developers;
- develop documentation, tutorials and guidelines;
- create quality mockups and prototypes;
- ensure high-quality graphic standards and brand consistency;
- work with cloud infrastructure;
- ensure content management system development, deployment, and maintenance;
- ensure API integration;
- ensure security and user data protection;
- report – generate analytics and statistics;

- compile and analyse data, processes, and codes to troubleshoot problems and identify areas for improvement;
- develop ideas for new implementations, or features by monitoring industry developments and trends;
- work with version control systems;

Under Lot 2 "Backend design services related to the development and maintenance of the "CEC: prosvita" online platform":

- ensure cloud infrastructure maintenance;
- ensure errors and issues fixes;
- work with web server technologies, cloud computing integration, server-side programming languages;
- perform security issues monitoring;
- report – generate analytics and statistics;
- ensure backup and restore technologies for website's files and databases;
- compile and analyse data, processes, and codes to troubleshoot problems and identify areas for improvement;
- collaborate with the other developers and other teams to establish objectives and design more functional, cohesive solutions to enhance the user experience;
- develop ideas for new implementations or features by monitoring industry developments and trends;
- set cloud services and server applications to monitor and support portal;
- work and manage version control systems like GitHub;
- develop tutorials and guidelines;

Under Lot 3 "Website support of the "CEC: prosvita" online platform (daily backups, system upgrades, security protection)":

- ensure access management;
- work with and maintain cloud infrastructure;
- perform database management;
- ensure backups setup;
- ensure security and system health monitoring;
- report – generate analytics and statistics;
- perform server and client-side issue solving.

The above list and the services included in Appendix 1 to the Act of Engagement are 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 for the lot concerned.

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.

If contracted by the Council of Europe, the deliverables shall be provided personally by the persons identified in the offer of the Provider whose CVs have been presented to the Council of Europe (See section E. below), in accordance with the terms as provided in the present Tender File and Act of Engagement.

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).

### C. 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.

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.

### D. 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 for the relevant lot 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<sup>2</sup> (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.

### E. 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)<sup>3</sup>

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

<sup>2</sup> It must strictly respect the fees indicated in the Financial Offer attached to the original Provider's tender as recorded by the Council of Europe. In case of non-compliance with the fees as indicated in the original Provider's tender, the Council of Europe reserves the right to terminate the Contract with the Provider, in all or in part.

<sup>3</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 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).

- 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;
- 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 executives will also exclude the tenderer from participating in this tender procedure.

#### *Eligibility criteria*

- Legal capacity to provide the required services: the tenderer must be duly registered and authorised to carry out activities corresponding to the subject matter of the tender (i.e., website development, support and maintenance, frontend and backend design, and/or provision of cloud services);
- Depending on Lot applied to: at least 3 years' experience in frontend and/or backend development and/or at least 3 years' experience working with cloud service providers like AWS, as well as respective previous work experience in Ukraine;
- For each Lot applied to, proven success in the execution of at least two contracts or projects within the last three years related to the relevant services for each Lot as listed in Section B of this Tender File and in Appendix 1 to the Act of Engagement under the heading scope of the framework contract;
- Excellent command of English (English knowledge level must be at least C1 of the Common European Framework of Reference for Languages or full professional proficiency) - for at least 1 representative of legal person or consortium.

#### *Award criteria*

##### **For Lot 1:**

- Quality of the offer (60%), including:
  - (30%) professional portfolio and relevance of the tenderer's previous experience in the field of frontend development, previous experience in frontend development of online educational platforms would be an asset;
  - (30%) technical proposal (technical resources, human resources (proposed staff – for legal persons only) to be assigned to provide the requested services in full; methods of undertaking the work).
- Financial offer (40%).

##### **For Lot 2:**

- Quality of the offer (60%), including:
  - (30%) professional portfolio and relevance of the tenderer's previous experience in the field of backend development, previous experience in backend development of online educational platforms would be an asset;
  - (30%) technical proposal (technical resources, human resources (proposed staff – for legal persons only) to be assigned to provide the requested services in full; methods of undertaking the work).
- Financial offer (40%).

**For Lot 3:**

- Quality of the offer (60%), including:
  - (30%) professional portfolio and relevance of the tenderer's previous experience in the field of cloud infrastructure management and system monitoring;
  - (30%) technical proposal (technical resources, human resources (proposed staff – for legal persons only) to be assigned to provide the requested services in full; methods of undertaking the work).
- Financial offer (40%).

The Council reserves the right to hold interviews with tenderers.

Multiple tendering is not authorised.

**F. NEGOTIATIONS**

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

**G. DOCUMENTS TO BE PROVIDED**

- **A completed and signed copy of the Act of Engagement<sup>4</sup>** (See attached);
- For legal persons and private entrepreneurs: registration documents (scanned copy of originals in language of the country of registration; if they are not in English or Ukrainian, a translation into English must be provided);  
A list of all owners and executive officers, for legal persons only;
- For natural persons, including private entrepreneurs, only: a detailed CV, preferably in Europass Format, demonstrating clearly that the tenderer fulfils the eligibility criteria, in particular the requested level of English knowledge;
- A detailed professional portfolio in English, demonstrating clearly that the tenderer fulfils the eligibility criteria;
- List of and links to websites/ online platforms/ applications to download, etc., previously developed by the tenderer (frontend development / backend development / maintenance support);
- At least 2 references demonstrating successful execution of at least two contracts or projects within the last three years, each related to the relevant services for the Lot applied for;
- Technical proposal to undertake the work (including description of technical resources; human resources – for legal persons only (particularly, CVs, of the suggested experts to be involved in the activity, indicating the experts' level of English proficiency, preferably in Europass Format) to be assigned for the provision of the requested services in full, demonstrating that the tenderer is able to provide the service according to the requirements described in Section B of this Tender File and in the Appendix I to the Act of Engagement – Technical description of the services to be provided (see attached); proposed methods of undertaking the work).

**All documents shall be submitted in English, except registration documents for legal persons and private entrepreneurs to be submitted in the original language. If the original language is not English or Ukrainian, an English translation must also be provided. 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>4</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.