

TENDER FILE / TERMS OF REFERENCE (Competitive bidding procedure / One-off contract)

Purchase of event management services regarding NPM study visit to Croatia **Contract N° 00/9264/2025/04**



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.

Within the framework of the Project, it is planned to organize a study visit for some representatives of the NPM Department of the Ukrainian Ombudsperson's Office to the Office of the Ombudswoman in the Republic of Croatia for the exchange of experience related to implementation of the NPM. During the visit the participants will get acquainted with the work of the Croatian NPM and Ombudswoman's Office, make a series of visits to the places of deprivation of liberty and elaborate the further ways of cooperation. In that context, the Project is looking for a Provider to render event management services (See Section A of the Act of Engagement).

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 Europe¹, the Organisation shall invite to tender at least three potential providers for any purchase between €2,000 (or €6,000 for intellectual services) and €55,000 tax exclusive.**

This specific tender procedure aims at concluding a **one-off 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 either a legal person or consortia of legal and/or natural persons.

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 00/9264/2025/04_Company name.** Tenders submitted 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 3 (three working days before the deadline for submission of the tenders and shall be exclusively submitted to the email address indicated below with the following reference in subject: Tender 00/9264/2025/04_Question.**

Tenders submitted to other addresses will be rejected.

Type of contract ▶	One-off contract
Duration ▶	Until complete execution of the obligations of the parties (See Article 2 of the Legal conditions as reproduced in the Act of Engagement)
Deadline for submission of tenders/offers ▶	02 September 2025 23h59 CET
Email for submission of tenders/offers ▶	dqi-coordination@coe.int
Email for questions ▶	dqi-coordination@coe.int
Expected starting date of execution ▶	29 September 2025

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 1395 of 20 June 2019 on the procurement procedures of the Council of Europe](#).

B. EXPECTED DELIVERABLES

Throughout the duration of the Contract, pre-selected Provider shall be asked to render the following types of deliverables:

1. Round-trip tickets (outbound and return) shall be provided:

1.1 **Kyiv – Budapest – Zagreb:**

10 tickets for train Kyiv- Budapest with a departure from Kyiv on 28.09.2025 at 10:16 and arrival to Budapest on 29.09.2025 at 06:00; and further train from Budapest to Zagreb with a departure after 15.00 on 29.09.2025.

In case no train tickets are available on this day or the train schedule is unsuitable with very late arrival, a minibus transfer for up to **10** persons may be considered as an alternative for travel from Budapest to Zagreb.

1.2 **Zagreb – Warsaw – Chelm – Kyiv:**

Option 1:

8 tickets for direct flight from **Zagreb** to **Warsaw** on 03.10.2025 with a departure from Zagreb at 12:40 and arrival to Warsaw at 14:15.

8 train tickets from **Warsaw to Chelm** on 03.10.2025 with a departure from Warsaw at 17:49 and arrival to Chelm at 21:07.

8 train tickets from **Chelm to Kyiv** on 03.10.2025 with a departure from Chelm at 23:03 and arrival to Kyiv on 04.10.2025 at 10:45.

Option 2:

In case no direct flight from Zagreb to Warsaw is available on this day, transfer to **Budapest** on 03.10.2025 may be provided as an alternative option.

8 train tickets **Budapest – Kyiv** on 03.10.2025 with a departure from Budapest at 22:40 and arrival to Kyiv on 04.10.2025 at 19:10.

2. Accommodation:

It's necessary to book a suitable hotel for 10 participants for the period of 29 September – 03 October. The location of the hotel should be within the walking distance from the Office of the Ombudswoman of the Republic of Croatia located at the address: Savska cesta 41, 10 000 Zagreb (preferably the Hotel International located at Miramarska 24, 10000 Zagreb, Hrvatska).

3. The following meals should be provided:

3.1 Catering at the Office of the Ombudswoman of the Republic of Croatia within the lunch time on 30 September for 22 participants. Contacts of the responsible person in the Ombudswoman's Office will be shared later.

3.2. Joint dinner to be organized on 01 October either in the restaurant Zvonac or near place of deprivation of liberty for 22 participants (exact information will be shared later).

The budget for the dinner shall include 35 EUR per participant.

4. Transfer in Zagreb and around the city for the visits to places of deprivation of liberty and back for which 2 minibuses will be needed according to the number of 2 groups of participants (each group shall consist of 8 persons):

30 September, the monitoring visit to be held from 13.00 till 16.00:

- Group 1 goes from the Office of the Ombudswoman of the Republic of Croatia at the address Savska cesta 41, 10 000 Zagreb to Psychiatric hospital Vrapče, visit psychogeriatric department at the address: Bolnička cesta 32, Zagreb (5 Ukrainian participants + 2 Croatian +1 interpreter). The Group returns to the Office of the Ombudswoman.
- Group 2 goes from the Office of the Ombudswoman of the Republic of Croatia at the address Savska cesta 41, 10 000 Zagreb to Police detention unit PU Zagrebačka at the address: Ilica 245, 10000, Zagreb (5 Ukrainian participants + 2 Croatian +1 interpreter). The Group returns to the Office of the Ombudswoman.

As it is difficult to foresee the exact time needed for the monitoring visit, it is recommended to note that the time may vary between 16.00 and 17.00 to ensure that the driver remains on-site regardless circumstances.

01 October, the monitoring visit to be held from 09.30 till 13.00:

- Group 1 goes to the Reception Centre for Foreigners at the address: Ul. Slavka Kolara 82, 10370, Obedišće Ježevsko (5 Ukrainian participants + 2 Croatian +1 interpreter);
- Group 2 goes to the Diagnostic Center at the address: Dr. Luje Naletilića 1, 10 000 Zagreb (5 Ukrainian participants + 2 Croatian +1 interpreter).

From 16.30 till 18.00 both groups are going for a monitoring visit to Lepoglava Penitentiary at the address: Ul. Hrvatskih pavlina 1, 42 250, Lepoglava. It is presumed that 10 Ukrainians + 2 interpreters + 2 Croatian staff members will participate in this visit. The groups should be picked up at and return to the Office of the Ombudswoman of Croatia at the address Savska cesta 41, 10 000 Zagreb.

The expected deliverables are also described in **Section A of the Act of Engagement** (See attached).

C. FEES

All tenderers are invited to fill in the **table of fees** as reproduced in **Section A of the Act of Engagement**.

Tenderers **subject to VAT** shall also send a **quote (Pro Forma invoice)** on their letterhead 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.

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 situations²)

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, 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];

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 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).

- 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

The eligibility criteria determine the conditions for participating in a procurement procedure and define the essential requirements that each bidder must comply with. Bidders shall demonstrate that they fulfil the following criteria:

Eligibility criteria	Document/s to be submitted
<ul style="list-style-type: none"> Being registered as a legal person providing event management services in accordance with the national legislation; 	A list of all owners and executive officers, for legal persons only; Registration documents (scanned copies of originals in Ukrainian).
<ul style="list-style-type: none"> 3 years of experience in providing similar services and a proven track record of delivering similar services. 	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.

The above eligibility criteria will be assessed **on the basis of the documents listed in the table and, where relevant, on the basis of other supporting documents** listed in Section F.

Award criteria

The award criteria aim at assessing the quality of a bid in order to **identify the bid/s offering the best value for money**. Eligible bids will be assessed against the following award criteria:

Award criteria	Document/s to be submitted
Criterion 1: Technical capacities (70%) including capacities to ensure transportation, accommodation, catering and other event management services.	Documents confirming the experience of organizing similar event abroad.
Criterion 2: Human resources (30%), including experienced on-site manager.	Completed and signed Act of Engagement

The above award criteria will be assessed based on the bidder's capacity, as outlined in the supporting document, or on the basis of a consolidated assessment of the combined capacity of all eligible profiles or consortium members if the bid is submitted by a legal person or a consortium.

Additional rules applicable to the submission and assessment of the bids

The bidders' attention is drawn to the following additional rules governing the assessment of the bids:

- Unless expressly provided otherwise in the tender documents, a bidder may not submit more than one bid for the same procurement procedure. Bidding for more than one lot – where a contract is divided into lots – is allowed;
- In the same procurement procedure, natural person may not submit a bid on his/her own behalf and, at the same time, be included in a bid submitted by a legal person or a consortium. In such cases, the Council of Europe reserves the right to exclude the bid submitted by the natural person from the procurement procedure;
- In the same procurement procedure, a legal person may not submit a bid and, at the same time, be a member of a consortium also bidding under the same procurement procedure. In such cases, the Council of Europe reserves the right to exclude the bid submitted by the legal person from the procurement procedure.

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

- 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.
- Documents confirming the experience of organizing similar event abroad.

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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