

TENDER RULES



This document, which is not contractually binding, sets out the main elements of the procedure: the tender procedure, the documents provided by the Council of Europe, the criteria for selecting one or more providers and the constituent elements of the offers.

It is strongly recommended that you read this document first, before starting working on your offer.

Object of the procurement procedure and / or project ►	IT SUPPORT REMOTE OFFICES
Execution place / building ►	17 REMOTE OFFICES OF THE CoE
Contract(s) number(s) ►	REFER TO EACH ACT OF ENGAGEMENT
Buying entity ►	Council of Europe DIRECTORATE OF INFORMATION TECHNOLOGY
Type of contract (see Appendix 1) ►	Framework Contract
Purchase typology ►	Goods and/or Services
Deadline for sending questions (if applicable) ►	19/11/2025

CONTACTS* (contacts are strictly limited during the tender period)

Questions relating to the consultation or the project	All questions related to this call for tenders must be submitted on the e-procurement platform. Answers will also be published on the platform - an e-mail alert will inform you.
Tendering	Your offer must be submitted in the digital procurement platform (e-procurement). <u>Offers sent by e-mail or letter will be rejected.</u> Please be advised: an account must be created on the platform and validated by the Council of Europe. The validation process may take up to 3 working days. If you are submitting an offer for the first time, please take note this information.
The deadline date and time for submitting offers are indicated on the electronic procurement platform.	

Identification of the contracting authority

THE SECRETARY GENERAL OF THE COUNCIL OF EUROPE

1, avenue de l'Europe
67075 STRASBOURG Cedex

The Council of Europe is an international Organisation with 46 member States. The activities of the Organisation are governed by its Statute. 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 the Special Agreement relating to the Seat of the Council of Europe ([link](#)).

In accordance with the Special Agreement relating to the Seat of the Council of Europe, French laws are, in principle, applicable within the premises, buildings and perimeters of the Seat of the Council of Europe. The Council of Europe has the right to issue regulations intended to facilitate, within its buildings and premises, the full exercise of its responsibilities.

1- Project description

The Council of Europe wishes to launch the present call for tenders to establish framework contracts for each of the following lots/countries, for IT support of remote offices of the Council of Europe, notably for maintaining the information technology infrastructure and providing desktop support in the Council of Europe external offices.

2- Lots

Lot	Description of the lots
1	Kyiv
2	Ankara
3	Baku
4	Belgrade
5	Bucharest
6	Chisinau
7	Podgorica
8	Pristina
9	Rabat
10	Sarajevo
11	Skopje
12	Tbilissi
13	Tirana
14	Tunis
15	Yerevan
16	Lisbon
17	Brussels

The Tenderers are entitled to submit an offer for ...

☒ ... one lot only

One Provider by country will be selected.

3- Selection criteria

The criteria are fully part of the tender process and cannot be changed after publication.

Exclusion criteria

By signing the Act of Engagement, the provider declares on its honor not being in any of the below situations¹:

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;
- 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

Tenderers shall demonstrate that they fulfil the following criteria (to be assessed on the basis of **all supporting documents listed below**):

Eligibility criteria – FOR ALL LOTS	Supporting document to be provided
Being a registered company in the concerned lot country	Registration documents of the company
Being able, as a Provider, to demonstrate 3 years of experience of providing IT support services and supply of goods	Presentation of at least 1 reference (except Council of Europe)
Being able, as a Provider, to provide the service in English	Sworn statement stating that the service provider will be able to provide the service in English for the entire duration of the contract + anonymous CV of the service provider who will be assigned to the service at the start of the contract

Award criteria

¹ 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.

Only complete eligible tenders will be assessed by the Council of Europe, taking into account the following criteria:

Award criteria – FOR ALL LOTS	Weighting in points
Financial criterion	60
Technical/quality criterion: quality and compliance of the offer to the technical specifications and ability to organize attendance at the "Office" of the given country	40
Total	100

4- Specific information on this call for tenders

CONTENT OF THE CALL FOR TENDERS* (would a Tenderer disagree with contractual clauses, its offer must include a detailed explanatory document – the Council of Europe reserves the right **to reject the request**).

☒	Act of Engagement (AE)
☒	Technical Specifications (TS)
☒	General Conditions (GC)
☒	Financial Appendix(es) (detailed quote from the provider, if any)
☒	Tender Rules (TR)

** By submitting its offer, the provider fully accepts the conditions governing this call for tenders.*

The tenderer can propose an alternative method for the annual price review to that fixed by the Council of Europe in the Act of engagement, which will be considered by the Council of Europe.

The Council of Europe reserves the right to amend the procurement documents, not later than 5 days prior to the deadline set for sending bids, by issuing corrigenda. In this case, the bidders shall reply on the basis of the modified documents.

No changes to the exclusion, eligibility and award criteria can be made.

Any corrigenda issued shall be part of the procurement documents and shall be promptly published and/or disseminated by the same means of communication as the initial call for tenders.

Whenever the changes to the procurement documents are significant, the Council of Europe shall extend the deadline for the submission of bids in order to give prospective bidders reasonable time to take corrigenda into account in preparing their bids.

5- Composition of the offer

The Tenderer undertakes that its offer includes **all the documents selected below**, as well as any other documents it deems necessary for the understanding and analysis of its tender.

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

DOCUMENTS TO BE PROVIDED	
☒	Completed copy of the Act of Engagement (AE)
☒	Completed and signed Financial Appendix(es) (All-inclusive price, Price per unit, ...) or a detailed quote from the provider
☒	Document(s) required to meet the eligibility criteria
☒	Any document helping the assessment of the award criteria by the Council of Europe
☒	Any document helping the understanding of the offer by the Council of Europe

By submitting its offer, the tenderer declares that he is fully acquainted with and accepts all the information and administrative and technical documents relating to the contract and to providing the services and works.