

TENDER FILE / TERMS OF REFERENCE

(Competitive bidding procedure / Framework Contract)



Purchase event management services in Croatia in the framework of the project "Implementing the Barnahus Model in Croatia"

The Council of Europe is currently implementing the joint European Union – Council of Europe project "Implementing the Barnahus Model in Croatia". This Project is implemented by the Council of Europe's Children's Rights Division in close co-operation with the Croatian Ministry of Justice, Public Administration and Digital Transformation and the European Commission's Directorate General for Structural Reform Support (EC/DG REFORM) during the period 1 September 2023 to 28 February 2026.

In that context, it is looking for Provider(s) for the provision of event management services in Croatia in the framework of the project "Implementing the Barnahus Model in Croatia" 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 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 **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 either a natural person, a 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 - Event management services in Croatia.** 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: Questions - Event management services in Croatia**

Type of contract ▶	Framework contract
Duration ▶	Until 31 August 2025
Deadline for submission of tenders/offers ▶	19 July 2024 23h59 CET
Email for submission of tenders/offers ▶	children@coe.int
Email for questions ▶	children@coe.int
Expected starting date of execution ▶	01 September 2024

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

Background of the Project

The Council of Europe is currently implementing the joint European Union – Council of Europe project “Implementing the Barnahus Model in Croatia”. This Project is implemented by the Council of Europe's Children's Rights Division in close co-operation with the Croatian Ministry of Justice, Public Administration and Digital Transformation and the European Commission’s Directorate General for Structural Reform Support (EC/DG REFORM) during the period 1 September 2023 to 28 February 2026.

The general objective of the project is to support Croatia in its efforts to design, develop and implement reforms in the field of child-friendly justice and protection of children’s rights. More specifically, the project aims to improve the access and quality of the justice system for child victims and witnesses of violence in Croatia, to ensure that undue delays in the treatment of such cases is diminished, and that all children who are victims and witnesses of sexual violence benefit from a child-friendly access to justice. This will be achieved through the implementation of the Barnahus Model which is the leading European model for a child-friendly multidisciplinary and interagency response to child sexual exploitation and abuse.

The project has three main outputs:

1. Legal, policy and institutional framework is established for the sustainable operation of Barnahus model in Croatia;
2. Enhanced knowledge and capacities of professionals working with and for children to respond to child sexual abuse;
3. Awareness of professionals and the wider public on the situation of child sexual abuse in Croatia is enhanced.

The Council of Europe is looking for 3 Providers per lot (provided enough tenders meet the criteria indicated below) in order to support the implementation of the project with a particular expertise on event management services in Croatia.

This Contract is currently estimated to cover up to 15 activities, to be held by 28/02/2026. 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 666,667 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
Lot 1: Transport services / transfer (Appendix 1)	3
Lot 2: Accommodation: Board and lodging (Appendix 2)	3
Lot 3: Meeting room package (Appendix 3)	3
Lot 4: Catering (Appendix 4)	3
Lot 5: Printing and visibility services (Appendix 5)	3

The Council will select the abovementioned number of Providers 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).

Lot 1 concerns provision of transport/transfer services according to Appendix 1.

1. Transport services / transfer (Appendix 1)

- Transfer services from the transport hubs (airport/rail station/boat/bus station) to the meeting venues/duty stations/residences/hotels and vice versa in the country. If the meeting facilities are not provided in the hotels where participants are accommodated or are not within walking distance of these hotels, local transport might also be requested. Bidders shall indicate the cost per vehicle type (with driver) per kilometre in the country.
- Transport services to and from event venues.
- In the case of activities involving back-to-back visits on the same day or local transportation within the town, requiring the permanent presence of the driver in a number of locations and transportation of participants between these locations: bidders shall indicate the half day/daily rental cost per vehicle type (with driver) in the country and the handling fee for such type of services. Rental of the vehicle with the driver for up to six hours is defined as half-day, up to twelve hours as a full day and for over twelve hours as each individual hour.
- In the case of activities involving back-to back visits on the next day or any other following day, not requiring permanent presence of the driver: bidders shall indicate the cost per vehicle type (with driver) per kilometre in the country.
- For the purpose of calculating distances for transfers, the figures in kilometres for the most convenient journey provided by Via Michelin shall be applied.
- Transport services might be provided to individuals or groups including activity participants, consultants, experts and project staff.

Lot 2 concerns accommodation services: board and lodging according to Appendix 2

2. Accommodation: Board and lodging (Appendix 2)

- Hotels should offer adequate meeting facilities or facilities situated within their vicinity. If adequate meeting facilities are not available in the hotel where participants are accommodated, they shall be available within 5-10 min walking distance of the hotel.
- In the event of single rooms being unavailable, double rooms shall be provided at a rate which will not exceed by more than 20% the price of a single room. Breakfast must be included in the price. In the case of half-board or full board accommodation, lunches and dinners prices should be provided in the specific columns.
- The bidders shall clearly indicate deadlines for changes/final confirmation of bookings and liability in case of last-minute cancellations or "no-shows". Bidders shall indicate the cost of a single room per person per night per hotel (3-, 4- and 5-star) with the minimum and maximum rates for low and high seasons applicable for each. All rooms shall include at least lighting devices, sockets, colour TV-set with local/international broadcasting channels, water closet (including minimum sink, bowl, shower cabin and accessories), bed-linen and towels, heating/AC and ventilation etc. Bidders shall indicate a global rate/cost valid for each category of 3-, 4- and 5-star hotels for all other cities and places in the country. In that case, the Council will be charged the actual costs that cannot be higher than the agreed global rate.
- The Council shall not be liable for any individual expenses or extra expenditure borne by participants.
- More detailed requirements can be provided with each order request for services.
- The selected Provider shall ensure that all conditions stated in the "6. quality requirements, cancellation policy and security requirements" section of this document are met by the hotel.

Lot 3 concerns meeting room package services according to Appendix 3

3. Meeting room package (Appendix 3)

- **Availability and seating capacity of meeting rooms:** The number of participants per meeting will vary: up to 10 (working groups/drafting sessions), 10-50 (medium-scale seminars) and 50-100 (large conferences). Bidders shall indicate the cost of a meeting room per day and half day and include the provision of water, per person. Conference rooms must be suitable for the installation and use of interpretation boxes and interpretation equipment.
- **Setting up the room,** including: setting up tables and chairs according to the Council of Europe requirements (Conference Style, Auditorium Style, Banquet Style, Hollow Square Style, Classroom, U-Shape Style, Podium, Stage construction and Head Table). Bidders shall ensure the provision of wifi capability for participants and power for their laptops in the room.
- **Logistical/Conference technology/support services:** A cloakroom and a registration desk with the necessary personnel shall be provided to welcome, register and direct participants. Provide attendance list and ensuring its signature by participants and contributors on each day of the event. Prepare and install basic organisational material such as signs/name tags. Computer(s) with internet connection, printer(s), projectors/beamers, projection screens, laptop(s), flipcharts and other relevant technical/IT equipment shall be provided.
- The photography services should include comprehensive coverage of the event, ensuring high-quality images that capture key moments, guest interactions, and the overall atmosphere. The service provider must utilize professional-grade cameras. The photographers must have experience in event photography and be capable of working in varying lighting conditions. Post-event, the service provider must deliver edited, high-resolution digital images within 1 day. A selection of photos should also be available during the event for immediate use on social media.

Upon request, the bidders shall be able to connect all necessary equipment, place self standing banners and put water bottles and glass/plastic cups, papers and pens for participants on the tables. Install visibility elements/materials inside and outside of the conference room, distribute and assemble visibility items provided by the Council among participants and contributors. Provide on-site technical and computer assistance at the event. Bidders shall include the cost per item per half and full meeting day and foresee an on-call technician.

More detailed requirements can be provided with each order request for services.

The selected Provider shall ensure that quality health, safety, hygiene of the Council of Europe and national standards are in place at the event site, including the health standards and requirements in light of Covid-19 pandemic.

The selected Provider shall ensure that the venue is clean and well prepared. The selected Provider shall ensure that all requirements stated in the "6. quality requirements, cancellation policy and security requirements" section of this document are met.

The meeting room should be also compatible, provide the necessary equipment (Appendix 3) and have a strong internet connection to host **hybrid meetings** with part of the participants attending the meeting from distance.

Please note that interpretation related services (interpreters and interpretation equipment) as well the use of online platform for meetings with Remote Simultaneous Interpretation services will be provided by a separate service provider. They are therefore excluded from the scope of this Contract.

Lot 4 concerns Catering services according to Appendix 4

4. Catering (Appendix 4)

- **Coffee breaks**, including different types of coffee, tea, water and refreshments including non alcoholic soft beverages, along with a variety of pastries, cookies, fresh fruits, and healthy snack options organised on site at the premises where the event takes place, e.g at a hotel/conference center or at the premises of a partner institution. In the latter case bidders shall indicate the price of waiter service. Bidders shall indicate in Appendix 4 to the Act of Engagement the cost per person per coffee break for the following categories of meeting: up to 10 participants (small scale event) 10-50 participants (medium-scale) and 50-100 (large-scale).

- **Meals:** Lunch and dinners (with water/soft drink and coffee/tea):
Lunches may be organised on site or off premises in restaurants within walking distance of the meeting venue.

Dinners may be organised on site or off premises in restaurants within reasonable walking or transport distance of the meeting venue.

The lunch and dinner service should offer a diverse menu with options to accommodate various dietary preferences and restrictions, including vegetarian, vegan, gluten-free, and nut-free choices. The meal should consist of a selection of appetizers, main courses, side dishes, and desserts, ensuring a balanced and nutritious offering. The service provider must use fresh, high-quality ingredients and ensure all food is prepared to the highest standards of hygiene and safety. The setup should include professional-grade serving equipment, and the presentation should be aesthetically pleasing. Adequate seating and table arrangements must be provided for all attendees. The service should include attentive staff to assist with serving and maintaining cleanliness throughout the meal period. Water, soft drinks, and a selection of hot beverages should also be available.

- **Services for receptions, lunches and dinners:** Bidders shall indicate the handling fees to the Council for the reservation, selection, organisation and supervision of the requested services. Prices indicated in the offers shall be applicable whenever the catering services are organised (on site or off premises).

Catering service may be requested anywhere in the country. The precise requirements as well as menu shall be stipulated during the ordering procedure.

More detailed requirements can be provided with each order request for services.

The selected Provider shall ensure that health and safety and hygiene standards required by national legislation as well as all conditions stated in the "6. quality requirements, cancellation policy and security requirements" section below are strictly followed.

Lot 5 concerns printing and visibility materials services according to Appendix 5

5. Printing and visibility services (Appendix 5)

- **Printing and photocopying:** bidder shall indicate the cost of printing/photocopying per page for A4 paper format on 90 g paper, for black and white and full colour copies. Printing services might include providing attendance certificates for participants, printed on A4 paper format on at least 300g paper. Bidder shall also indicate costs for plastic comb binding of printed material (for up to 50,100, 200, 500 pages).
- **Providing visibility items** (A4 format folders, badges, table tags, name tags, notepads, pens, bags, USBs etc.) shall be provided upon request. Bidder shall also indicate cost of the branded visibility items (with logo, project/event name etc.). In case of branding, visibility rules should be comply with all relevant Council

of Europe standards and agreed in advance with the project team and comply with all relevant Council of Europe rules². Inter alia printing of roll-up banner might be requested (size 90x200).

- **Providing design of printed materials:** bidder might be requested to provide graphic design and other preparations related to production of visibility materials. It will include technical design (adjustment, place of logo, event/project name etc. in coordination with the Council of Europe project team).

More detailed requirements can be provided with each order request for services.

Bidders should indicate a handling fee for services above. Providing printing and visibility services should consider delivery of materials to the venue or any other location as stipulated during the ordering procedure.

6. Quality requirements, cancellation policy and security requirements

The selected Service Providers must ensure, *inter alia*, that:

- The organisation is done to a professional standard;
- There is adequate presence of the organising company at the event to oversee implementation where this is requested by the Council;
- Any specific instructions given by the Council – whenever this is the case – are followed.

The Council is working with tight deadlines for the organisation of the events under the Project. The number of participants varies rapidly and could change 48 hours before an event. Flexibility in cancellation policy of the Service Providers is preferable.

7. Security Requirements

With respect to services to be provided under Section B. Meeting Organisation (Appendix X) point a. and b. above, the Provider shall be responsible for compliance with the following security standards when providing accommodation/event site.

All premises, wherever located, where the Council of Europe organises events and/or accommodation, must comply with the following basic requirements, unless otherwise specified by the Council of Europe:

- Security staff on regular duty;
- A CCTV system shall cover public areas of the premises (e.g. hotel);
- A functioning fire alarm system;
- At least one fire evacuation exit from the premises (e.g. hotel) in addition to the main staircase;
- Clearly marked fire evacuation routes;
- Smoke detectors installed in all premises (e.g. hotel) and conference rooms;
- Fire extinguishers placed on all floors of the premises (e.g. hotel) and in public areas near conference rooms.

If specific security concerns related to the organisation of an event have been identified by the Council of Europe, the national authorities, or the Provider, the Council may request Providers to submit offers of accommodation or conference facilities from a list of premises where the Council of Europe has conducted a security risk assessment. Where relevant, this list shall be provided to Providers at the time of ordering.

If an event is organised in premises separate to the accommodation, the above standards also apply to that specific event site.

² <http://www.coe.int/02/Logo/CoE-Charte-graphique-V2-2014-EN.pdf> ; more information and tools can be found at <http://www.coe.int/en/web/about-us/visual-identity>.

8. Transportation Requirements

Where the Provider or its sub-contractor provides an airport pick-up or other transportation service, the selection of the transportation company/drivers should not be done on an ad hoc basis. The Provider or its sub-contractor should have an established working relationship with the company/drivers and be able to rely on their services. In general, the requirements listed for transportation below shall be complied with.

If the Council of Europe requests Providers to submit offers for transportation services (see Section B., 1. Transport services / transfer (Appendix 1) above), then Providers must ensure the following requirements are met:

- All passengers are insured in case of an accident by third party liability insurance (TPL) in compliance with domestic legislation;
- All drivers shall have a valid driving licence for the respective vehicle class as prescribed by the applicable national legislation;
- All drivers shall have at least 5 (five) years of professional driving experience. The drivers are selected via a testing process by the relevant transportation companies;
- The vehicles are not more than 7 (seven) years old and must have had annual technical check-ups;
- All drivers shall be aware of and observe professional ethics in dealing with clients.

In exceptional circumstances, the Council of Europe may accept a driver with less professional experience or an older vehicle provided all other requirements are met, and the unavailability of services meeting the standard requirements has been explicitly brought to the attention of the Council of Europe prior to the performance of the services.

The Council of Europe can refuse the services of a particular driver if there is concern that his/her ability to carry out his/her duties safely may have been impaired, affected or influenced by illness, fatigue or injury or any other reason.

Where the Council considers necessary, it may request a higher or lower level of security than listed above. In such cases, the orders for the relevant services will provide details of specific security measures valid only for the event(s) concerned. If no specific measures are provided in the order forms concerned, the above list remains valid.

9. Scope of the Framework Contract

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 for the lot concerned.

In addition to the orders requested on an as needed basis, the Provider shall keep regular communication with the Council of Europe to ensure continuing exchange of information relevant to the project implementation. This involves, among others, to inform the Council of Europe 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 of Europe, 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 of the Act of Engagement and Appendixes 1-5. These fees are final and not subject to review.

The Council will indicate on each Order Form (see Section D below) the number of units ordered, 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), 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 quote³ (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)⁴

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;

³ 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.

⁴ 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).

- 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 or if their owner(s) or executive officer(s), in the case of legal persons, are included in the lists of persons or entities subject to restrictive measures applied by the European Union (available at www.sanctionsmap.eu).

Eligibility criteria

- Being a registered company specialised in the field of event management and organisation in Croatia;
- At least five years of experience in providing similar services and events to national public entities and/or international clients;
- Proven record of at least two completed contracts concerning similar services, with a minimum value of 10.000 EUR (each contract) in the period from January 2019 to today;

Award criteria

- Criterion 1: **Quality**: capacity to meet the technical (see points 1 to 5 above under Section B. of the Terms of Reference) and quality requirements (see point 6 above under Section B. of the Terms of Reference) under this Contract (60%)
- Criterion 2: **Financial offer**: the cost of individual services and the overall handling fee/commission (40%)

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 Engagement⁵ with the relevant annexes** (See attached);
- A list of all owners and executive officers, for legal persons only;
- Registration documents, for legal persons only;
- Relevant and/or similar experience:
 - **Record of 5 years of experience** in providing similar services to public entities in the country and/or international clients (international or European Institutions, embassies, international companies etc.);
 - Record that the tenderer has concluded and completed at least **two (2) contracts** concerning similar services, with a minimum value of 10.000 EUR (each contract) from 1 January 2019 to today.
- **A separate document, indicating:**
 - Company name, address, area(s) of activity and number of employees;
 - Details of the contact person or official representative;
 - Names of referees accompanied by contact details;

⁵ 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.

- Description in a core mandatory document (not exceeding 3 pages) in which the tenderer demonstrates how he/she meets the requirements as set out above under Section B. of the Terms of Reference and how the company intends to control the quality of the services delivered
- Provide pictures of samples of similar work produced in particular for the visibility material (not compulsory)

All documents shall be submitted in English in pdf version, 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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