



CALL FOR TENDERS

FOR THE PROVISION OF EVENT MANAGEMENT SERVICES IN BULGARIA WITHIN THE EUROPEAN UNION AND COUNCIL OF EUROPE JOINT PROGRAMME ROMACT

2024/AO/69

Object of the procurement procedure ▶	Provision of Event Management Services in Bulgaria
Project ▶	EU/CoE Joint Programme ROMACT
Organisation and buying entity ▶	Council of Europe Directorate General of Democracy and Human Dignity Anti-Discrimination Department Roma and Travellers Division
Type of contract ▶	Framework Contract
Duration ▶	Until 31 December 2026
Expected starting date ▶	15 November 2024
Tender Notice Issuance date ▶	18 September 2024
Deadline for tendering ▶	13 October 2024 23h59 CET

TABLE OF CONTENTS

This Tender File contains:

- **The TERMS OF REFERENCE**..... 3
The TERMS OF REFERENCE describe what will be expected from the selected Providers.
- **The TENDER RULES**..... 9
The TENDER RULES explain the procedure through which the tenders will be submitted by the tenderers and assessed by the Council of Europe.
- **The ACT OF ENGAGEMENT (See Document attached)** is the document formalising the consent of the Parties to be bound by the LEGAL CONDITIONS, which are the legal provisions which will be applicable between the Council of Europe and the selected Providers. It also contains the TABLE OF FEES, which indicates the applicable fees, throughout the duration of the contract.

HOW DOES A FRAMEWORK CONTRACT WORK?

STAGE 1:

SELECTION of qualified Providers through a call for tenders and signature of a framework contract with all the pre-selected Providers.

STAGE 2:

ORDER(S) are addressed, on an as needed basis, throughout the duration of the contract, to the designated Provider(s).

EXECUTION as from the date of signature of each Order, unless the Order concerned provides otherwise.

HOW TO SUBMIT A TENDER?

STEP 1: Read the **TENDER FILE**

STEP 2: Complete the **ACT OF ENGAGEMENT** and collect the required **SUPPORTING DOCUMENTS**, as listed in section F of the terms of reference (below).

STEP 3: Send your **TENDER**, in accordance with the Tender Rules

PART I –TERMS OF REFERENCE

CALL FOR TENDERS

FOR THE PROVISION OF EVENT MANAGEMENT SERVICES IN BULGARIA WITHIN THE EUROPEAN UNION AND COUNCIL OF EUROPE JOINT PROGRAMME ROMACT 2024/AO/69

A. BACKGROUND

The European Union (EU) and Council of Europe (CoE) Joint Programme "Building Capacity for Roma Inclusion at Local Level (ROMACT)" (hereafter referred to as "the Programme") implements actions to build the capacity of local authorities to develop and implement plans and projects for Roma inclusion and promotes the integration of Roma at local level. The Programme aims to improve local democracy, accountability, inclusiveness and responsiveness towards Roma citizens and, subsequently, improved delivery of services. The Programme targets local authorities, and the Roma population is the end beneficiary.

The Programme's specific objectives are:

- Strengthening the capacity of local authorities to perform their roles and responsibilities in an effective and efficient manner, by helping them to design and implement more inclusive plans, policies, and projects and to access resources that would support the active inclusion of Roma at local level.
- Supporting the establishment and enforcement of mechanisms and processes for promoting and ensuring good governance standards and ownership by relevant stakeholders at national, regional, and local level, for effective integrated development efforts covering fields in which action is necessary (education, employment, healthcare, social protection, housing, urban development, etc.).

The support provided consists of capacity building measures for better planning and use of resources with the aim of improving the living conditions of disadvantaged communities, including the Roma. The Programme involves the implementation of ROMACT Process at local level, based on the four methodological steps previously developed in the Programme, and bringing evidence from ground for regional and national policy development initiatives. It also includes field assessments, expert support to relevant stakeholders at national and regional level as well as at local level in the municipalities, capacity building in the form of training and coaching and support for development of institutional partnerships.

Therefore, the activities of ROMACT are implemented under the following structure:

1. Assessment of needs in the area of Roma inclusion in municipalities that meet the criteria to be included in the ROMACT process;
2. Support to efficiently run multi-sectoral teams within local administrations involving all relevant services (healthcare, social protection, education, urban development, housing, employment, etc.) and their active cooperation with different stakeholders, including Roma citizens (through Community Action Groups), to design and implement inclusive / integrated social inclusion measures;
3. Use of tailor-made capacity building tools for both local administrations and Roma, including provision of information, mentoring / coaching sessions, thematic training modules and other interventions / actions to improve quality in the design and implementation of local policies and practices at local level;
4. Support for municipalities to access different sources of funding to be able to implement their strategies, plans and projects;
5. Bring evidence from the ground, by elaborating situation analysis reports on topics of concern for the improvement of social inclusion policies and facilitate links with relevant institutions at different levels (national, regional, etc.) for policy update and coordination;
6. Organise workshops and different types of events with participation of representatives from local, regional and national administrations, including elected officials and experts, as well as associative structures of municipalities, on different priority issues that arise from the field, to enforce key principles of social inclusion and the responsibilities and motivation of authorities to engage in effective policy response to local development needs of the Roma;
7. Use different monitoring and accountability methods, including field visits to ensure the effectiveness of the process in each country / municipality and the link with other stakeholders.

The current Programme's activities include three (3) countries: Bulgaria, Greece, and Romania.

Based on this, the Council of Europe is looking for a maximum of three (3) Provider(s) (provided enough tenders meet the criteria indicated below) in order to support the implementation of the project with a particular expertise

on in the organisation and management of events (conferences, workshops, training events, official meetings) in Bulgaria.

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 2 360 000 EUR and the total amount of the object of present tender should in principle not exceed 400 000 EUR 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.

B. SCOPE OF THE FRAMEWORK CONTRACT

The object of the Framework Contract concerns the provision of accommodation, meeting room/conference packages, catering, reimbursement of travel costs of event participants, logistical and technical organisation of project events, including training sessions, photography services, printing, providing visibility services and producing items, sanitation and health protection material against epidemics/pandemics such as COVID-19 as outlined in chapters below.

Throughout the duration of the Framework Contract, pre-selected Providers may be asked to provide the deliverables listed in the Act of Engagement (See Section A – Terms of reference).

Selected Service Providers will send by email (romact@coe.int), for each activity and within five working days after the last day of the event, any document demonstrating that the activity has taken place, in particular photographs, attendance lists, and other evidence specifying the date and the location of the event.

1. Meeting/Event Organisation

a. Accommodation: Board and lodging (Appendix 1)

- Hotels should be minimum 4 stars and offer adequate meeting facilities or suitable facilities situated within their vicinity. If adequate meeting facilities are not available in the hotel where participants are accommodated, they shall be available within walking distance of the hotel, or transportation shall be provided.
- The Council of Europe may request participants' accommodation in single rooms or double rooms and should include breakfast. In the case of half-board accommodation, lunches should be provided as part of the meeting package. In the case of bed and breakfast accommodation, lunches and dinners should be provided as part of the meeting package.
- 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 and a double room per person per night per hotel (4 stars) in Sofia. Bidders shall also indicate a global rate/cost valid for 4-star hotels for all other cities and places in the country. In that case, the Council of Europe will be charged the actual costs that cannot be higher than the agreed global rate.
- The Council of Europe shall not be liable for any individual expenses or extra expenditure by participants.

b. Meeting room package (Appendix 2)

- **Availability and seating capacity of meeting rooms:** Meetings may take place in different locations throughout the country. The number of participants per meeting may vary from 20 to 100 with an estimated average of around 45 participants. Bidders shall indicate the cost of a meeting room per day and half day and include the provision of water, paper and pens.
- **Setting up the room, including:** Setting up tables and chairs according to Council of Europe requirements (Conference Style, Auditorium Style, Banquet Style, Hollow Square Style, Classroom, U-Shape Style, Podium, Stage construction and Head Table).
- **Logistical/Conference technology/support services:** 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 half-day of the event. Prepare and install basic organisational material such as signs/name tags. Computer(s) with internet connection, printer(s), projectors / beaners, projection screens, laptop(s), microphones, flipcharts and

other relevant technical / IT equipment, technical equipment related to hybrid meetings / events - online connections – as well as live broadcast shall be provided.

Upon request, the bidders shall be able to connect all necessary equipment, install microphones no later than two hours before the event, place self-standing banners and other visibility items and put water bottles and glass/plastic cups, papers and pens for participants on the tables. 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.

c. Catering (Appendix 3)

- **Coffee breaks**, including coffee, tea and refreshments can be organised on site at the premises where the event takes place, e.g at a hotel/conference centre or at the premises of a partner institution. Bidders shall indicate the cost per person per coffee break.
- **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.
- **Services for receptions, lunches and dinners:** Bidders shall indicate the handling fees to the Council of Europe 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), throughout Bulgaria.
 The selected Provider shall ensure that health and safety and hygiene standards required by national legislation are strictly followed.

d. Reimbursement of travel expenses to participants (Appendix 4)

This service consists exclusively in the handling of cash, as an intermediary between the Council and the participants. Upon request, the Service Provider will be responsible for reimbursing travel expenses incurred by participants travelling in the country by plane/rail/bus/personal car/parking expenses (only for car travels and limited to occasions if the event venue does not provide free parking) /highway tolls/ fees (only for car travels). The tenderers are invited to indicate in their financial offer a handling fee for these services.

The amount of travel expenses to be reimbursed shall correspond to the real costs indicated in the supporting documents to be submitted by the Provider, and accepted by the Council, in accordance with the instructions indicated in the Order Form.

When these services are requested, the Service Provider shall submit to the Council a signed expense form, countersigned by the participants who were paid/reimbursed expenses, specifying for each person the expenses incurred and reimbursed (e.g. travel costs to and from the place where the event/activity took place). For the travel expenses, the expense form shall be accompanied by the corresponding invoices and, where applicable, further proof of actual expenditure of the expenses reimbursed (e.g. travel tickets issued to or submitted by the participants).

2. Printing and visibility services, health protection materials (Appendix 5)

- Printing and visibility materials: Bidders shall indicate the cost of photocopies per page for A4 paper format, for black and white and full colour copies. Bidder shall also indicate costs for plastic comb binding of printed material (for up to 50,100, 200 pages).
- Visibility items (A4 format folders multicolour cover page with the name of the project, and badges, tables tags, name tags, notepads, pens, bags, USB keys, thermos bottle, cups, t-shirts, tote bags, backpacks etc.) shall be provided upon request and comply with all relevant [Council of Europe rules for visual identity](#).
- Install rollup banners and other visibility elements/materials inside and outside of the conference room, no later than one hour before the event. Distribute and assemble visibility items provided by the Council among participants and contributors.

The tenderers are invited to indicate in their financial offer a handling fee for these services.

- **Sanitation and Health protection materials:** Prevention and protection material against infectious diseases such as COVID-19 (antigen tests, hand sanitizers, FFP2 masks for each participant shall be provided upon request.
 The tenderers are invited to indicate in their financial offer a handling fee for these services.

3. Quality requirements, cancellation policy and security requirements

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

- The organisation of the event 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.

4. Security Requirements

With respect to services to be provided under Section 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 organizes 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 an event is organised in a separate place than the accommodation, the above standards should also apply to that specific event site.

C. FEES

Tenderers are invited to indicate their unit fees, by completing the table of fees in appendices 1 to 5, as stated in Section A of the Act of Engagement.

The fees indicated in the Appendices will be applicable throughout the duration of the Framework Contract. Prices are indicated in Euros without VAT. For the VAT regime to be mentioned on the invoice(s), please refer to Article 4.2 of the Legal Conditions (See Section C. below).

In case of inflation in the Country of the Provider (and only if the price of the service expected from the Provider is directly impacted by such inflation), the Provider will have the possibility, each year on the anniversary date of the signature of the framework Contract by both parties, to update his fees. Each new fee should be calculated as follow: Fee of the previous year + inflation in the country of the Provider (in % and in average of the previous year)

The increase of the fees is limited to a maximum of 5% per year. The Council of Europe will not accept any increases above 5%.

The Council will indicate on each Order Form (see Section **Error! Reference source not found.** below) the number and the total price of units ordered.

D. HOW WILL THIS FRAMEWORK CONTRACT WORK? (ORDERING PROCEDURE)

Once this consultation and the subsequent selection are completed, you will be informed accordingly. Deliverables will then be carried out on the basis of Order Forms submitted by the Council to the selected Service Provider(s), by post or electronically, on **an as needed basis** (there is therefore no obligation to order on the part of the Council).

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.

Pooling

For each Order, the Council will choose from the pool of pre-selected tenderers 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.

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 Service 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 quote¹ (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 Service 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 (by signing the Act of Engagement, you declare on your honour not being in any of the below situations)²

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;

¹ It must strictly respect the fees indicated in Section A of the Act of Engagement as recorded by the Council of Europe. In case of non-compliance with the fees as indicated in the Act of Engagement, the Council of Europe reserves the right to terminate the Contract with the Service Provider, in all or in part.

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 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;
- 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 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

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

- Being a registered company specialised in the field of event management and organization;
- Five years of similar experience in providing services to national public entities or international bodies/clients;
- Proven track record of having concluded and completed at least two contracts concerning similar services with a minimum value of 20,000 EUR (each contract) since 1 January 2021;
- That the Tenderer is in a state of liquidity (the ratio of Average Current assets / Current liabilities from 2018 - 2022 must be equal or greater than 1).

Award criteria

- Criterion 1: **Quality**: capacity to meet the technical (see point 1 to 3 under Section B of the Terms of Reference) and quality requirements (see point 4 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. DOCUMENTS TO BE PROVIDED

- One completed and signed copy of the Act of Engagement including its five Appendices;
- Registration documents of the legal person;
- Copy of the audited financial statements of the company, or any equivalent document, for the past three years (profit and loss account);
- **Relevant and/or similar experience:**
 - **Record of 5 years of experience** in providing similar services to public entities in the country and international clients (international organisations or European Institutions, embassies, international companies etc.);
 - Proof that the tenderer has concluded and completed at least **two (2) contracts in similar services** with a budget of at least 20,000.00 EUR (each contract) since 1 January 2021.
- **A separate document, indicating:**
 - Company name, address, area(s) of activity and number of employees;
 - Details of the contact person or official representative in Bulgaria;
 - Referees accompanied by contact details;
 - Description in which the tenderer demonstrates how he meets the requirements as set out above (see point 1 to 5 under Section B. of the Terms of Reference)
 - How the company intends to control the quality of the services delivered.

All documents shall be submitted in English, 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.

* * *

PART II – TENDER RULES

CALL FOR TENDERS

FOR THE PROVISION OF EVENT MANAGEMENT SERVICES IN BULGARIA WITHIN THE EUROPEAN UNION AND COUNCIL OF EUROPE JOINT PROGRAMME ROMACT 2024/AO/69

ARTICLE 1 – IDENTIFICATION OF THE CONTRACTING AUTHORITY

1.1 Name and address

COUNCIL OF EUROPE

Directorate General of Democracy and Human Dignity
Anti-Discrimination Department
Roma and Traveller Division

Background

The activities of the Organisation are governed by its Statute. These activities concern the promotion of human rights, democracy and the rule of law. The Organisation has its seat in Strasbourg and has set up external offices in about 20 member and non-member states (in Ankara, Baku, Belgrade, Brussels, Bucharest, Chisinau, Erevan, Geneva, Kyiv, Lisbon, Paris, Podgorica, Pristina, Rabat, Sarajevo, Skopje, Tbilisi, Tirana, Tunis, Warsaw, Venice and Vienna).

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 its Protocols, and the Special Agreement relating to the Seat of the Council of Europe.³

Further details on the project are provided in the Terms of Reference.

ARTICLE 2 – VALIDITY OF THE TENDERS

Tenders are valid for 180 calendar days as from the closing date for their submission.

ARTICLE 3 – DURATION OF THE CONTRACT

The duration of the framework contract is set out in Article 2 of the Legal Conditions in the Act of Engagement.

ARTICLE 4 – CHANGE, ALTERATION AND MODIFICATION OF THE TENDER FILE

Any change in the format, or any alteration or modification of the original tender will cause the immediate rejection of the tender concerned.

ARTICLE 5 – CONTENT OF THE TENDER FILE

The tender file is composed of:

- Technical specifications/Terms of reference;
- Tender rules;
- An Act of Engagement, including the Legal Conditions of the contract.

ARTICLE 6 – LEGAL FORM OF TENDERERS

The tenderer must be a legal person or consortia of legal persons.

ARTICLE 7 – SUPPLEMENTARY INFORMATION

General information can be found on the website of the Council of Europe: <http://www.coe.int>

Other questions regarding this specific tendering procedure shall be sent at the latest by **one week before the deadline for submissions of tenders**, in [English or French], and shall be exclusively sent to the following address: romact@coe.int

This address is to be used for questions only; for modalities of tendering, please refer to the below Article.

ARTICLE 8 – MODALITIES OF THE TENDERING

Tenders must be sent to the Council of Europe **electronically**.

Electronic copies shall be sent only to cdm@coe.int with reference no. **2024AO69** in the subject field. Tenders submitted to another e-mail account will be excluded from the procedure.

ARTICLE 9 – DEADLINE FOR SUBMISSION OF TENDERS

The deadline for the submission of tenders is 13 October 2024 by 23:59 CET.

ARTICLE 10 – ASSESSMENT OF TENDERS

Tenders shall be assessed in accordance with Rule 1395 of 20 June 2019 on the procurement procedures of the Council of Europe. Assessment shall be based upon the criteria as detailed in the Terms of Reference.

ARTICLE 11 – NEGOTIATIONS

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

* * *

³ Available on the website of the Council of Europe Treaty Office: www.conventions.coe.int

FINAL CHECK LIST

1) BEFORE SENDING YOUR TENDER, CHECK THAT IT INCLUDES:

- One completed and signed copy of the Act of Engagement including its five Appendices;
- Registration documents of the legal person;
- Copy of the audited financial statements of the company, or any equivalent document, for the past three years (profit and loss account);
- Relevant and/or similar experience:
 - **Record of 5 years of experience** in providing similar services to public entities in the country and international clients (international organisations or European Institutions, embassies, international companies etc.);
 - Proof that the tenderer has concluded and completed at least **two (2) contracts in similar services** with a budget of at least 20,000.00 EUR (each contract) since 1 January 2021.
- **A separate document, indicating:**
 - Company name, address, area(s) of activity and number of employees;
 - Details of the contact person or official representative in Bulgaria;
 - Referees accompanied by contact details;
 - Description in which the tenderer demonstrates how he meets the requirements as set out above (see point 1 to 5 under Section B. of the Terms of Reference)
 - How the company intends to control the quality of the services delivered.

2) HOW TO SEND TENDERS?

Tenders must be sent to the Council of Europe **electronically**.

Electronic copies shall be sent only to cdm@coe.int with reference no. **2024A069** in the subject field. Tenders submitted to another e-mail account will be excluded from the procedure.

The deadline for the submission of tenders is 13 October 2024 by 23:59 CET.