

TENDER FILE / TERMS OF REFERENCE

(Competitive bidding procedure / Framework Contract)

Purchase of design, printing, publishing and production services.
Contract N° BH9284/2025/38



The Council of Europe is currently implementing the Project "[Improving Electoral Practice in the Republic of Moldova, 2025-2028](#)". In that context, it is looking for Provider(s) for the provision of design, printing, publishing and production services 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 €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 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 - printing, publishing and production services*. 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 4 (four) 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 – printing, publishing and production services*.**

Type of contract ▶	Framework contract
Duration ▶	Until 31 December 2028
Deadline for submission of tenders/offers ▶	02 January 2026 23h59 CET+1(Chisinau time)
Email for submission of tenders/offers ▶	elections.moldova@coe.int
Email for questions ▶	elections.moldova@coe.int
Expected starting date of execution ▶	15 January 2026

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 Project is implemented within the framework of the Council of Europe Action Plan for the Republic of Moldova 2025–2028 and aims to enhance public trust and confidence in the electoral processes and practices of the Republic of Moldova. It focuses on strengthening the professionalism, transparency and integrity of the Central Electoral Commission (CEC), Centre for Continuous Electoral Training, District Electoral Councils and the election administration as a whole, while fostering citizens' engagement in political and public decision-making. It also strengthens civic education and the role of civil society in promoting democratic participation and monitoring elections.

The Council of Europe is looking for **a maximum of 3 (three) Provider(s) for each Lot** (provided enough tenders meet the criteria indicated below) in order to support the implementation of the project with a particular expertise on design, publishing, printing and production services.

This Contract is currently estimated to cover up to 15 activities, to be held by 31.12.2028. 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. The Framework contract could be used by other projects/programmes implemented by the Council of Europe Office in Chisinau given the issuance of the Order forms is subject to prior approval of the Project.

For information purposes only, the total budget of the project amounts to 2,500,000 Euros and the total amount of the object of present tender **shall not exceed 57,000 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: Layout, design and/or production of publications	3
Lot 2: Printing of documents/materials	3
Lot 3: Design and/or production of customised visibility materials	3

Lot 1 concerns production of the design, layout and/or productions of Project related publications in accordance with the [Council of Europe Visual Identity Manual](#).

Lot 2 concerns colour and black and white printing of documents/materials for Project events.

Lot 3 concerns design and/or production of customised visibility materials, such as notebooks, pens, roll-ups, bags, etc. in accordance with the [Council of Europe Visual Identity Manual](#).

The Council will select the above-mentioned 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).

The Bidders may submit a tender for one, several or all lots subject to the fulfilment of the criteria listed in the Tender File for the lots concerned.

Scope of the Framework Contract

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). This list is considered exhaustive.

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 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), 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 quote² (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.

Delivery

The provision of deliverable/s under the framework contract/order form shall be subject to a written acceptance procedure. If the Provider uses AI tool in preparing the deliverable/s, a completed AI tool questionnaire must be submitted together with the deliverable/s.

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)³

² 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.

³ The Council of Europe reserves the right to ask tenderers, at a later stage, to supply the following supporting documents:

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;
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:

Lot 1: Layout, design and/or production of publications	
Eligibility criteria	Document/s to be submitted
Being registered as a company for at least 3 years	Copy of company registration document
Capacity to produce/print each and every material/publication as per Lot the tenderer is bidding for	Completed and signed Act of Engagement
Lot 2: Printing of documents/materials	
Being registered as a company for at least 3 years	Copy of company registration document
Capacity to print each and every material/publication per Lot the tenderer is bidding for	Completed and signed Act of Engagement
Lot 3: Design and/or production of customised visibility materials	
Being registered as a company for at least 3 years	Copy of company registration document
Capacity to produce each and every material/item per Lot the tenderer is bidding for	Completed and signed Act of Engagement

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 H.

Award criteria

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- 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).

Lot 1: Layout, design and/or production of publications	
Award criteria	Document/s to be submitted
Quality of the offer (75 points), including:	
Technical capacity to meet the requirements of the tender file (40 points);	Company's portfolio in line with the section G below
Capacity to deliver the produced materials to the Council of Europe Office in Chisinau (5 points)	Company's portfolio in line with the section G below
Relevance of similar experience with public authorities, business entities, and/or international organisations in the Republic of Moldova in 2024-2025 (30 points)	List of clients and samples of materials
Financial offer (25 points)	Completed and signed Act of Engagement
Lot 2: Printing of documents/materials	
Quality of the offer (75 points), including:	
Technical capacity to meet the requirements of the tender file (40 points);	Company's portfolio in line with the section G below
Capacity to deliver the produced materials to the Council of Europe Office in Chisinau (5 points)	Company's portfolio in line with the section G below
Proven track record of relevant/similar experience with public authorities, business entities, and/or international organisations in the Republic of Moldova in 2024-2025 (30 points)	List of clients and samples of materials
Financial offer (25 points)	Completed and signed Act of Engagement
Lot 3: Design and/or production of customised visibility materials	
Quality of the offer (75 points), including:	
Technical capacity to meet the requirements of the tender file (40 points);	Company's portfolio in line with the section G below
Capacity to deliver the produced materials to the Council of Europe Office in Chisinau (5 points)	Company's portfolio in line with the section G below
Proven track record of relevant/similar experience with public authorities, business entities, and/or international organisations in the Republic of Moldova in 2024-2025 (30 points)	List of clients and samples of materials
Financial offer (25 points)	Completed and signed Act of Engagement

The above award criteria will be assessed based on the bidder's capacity, as outlined in the supporting documents, 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.

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** (See attached);
- A list of all owners and executive officers, for legal persons only;
- A document certifying the registration of the company (*accepted in Romanian*);
- Company's portfolio containing at least a succinct description of the technical capacities, including:
 - the maximum processing capacity per order of pages/copies/units for each type of item per Lot/s the tenderer is bidding for;
 - the total number of employed staff with indication of the relevant profiles (e.g.: "3 staff: designer, printing operator, layout specialist etc.") and
 - the confirmation of bidder's capacity to deliver the produced materials to the Council of Europe Office in Chisinau.
- List of clients - public authorities, business entities and/or international organisations – serviced over 2024-2025.
- Samples of products/materials (scanned copies or electronic format) for at least 4 (four) items from each Lot the tenderer is bidding for.

All documents shall be submitted in English (with exceptions indicated above), 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.

Documents may be submitted via file sharing services such as WeTransfer, Dropbox, OneDrive, etc. In this case, the link must mandatorily remain active for at least 30 days after the deadline for the submission of the bid. Failure to ensure this may lead to the bid being excluded from the procurement procedure.

The Council reserves the right to reject a tender if the scanned documents are of such a quality that the documents cannot be read.

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