

# TENDER FILE / TERMS OF REFERENCE

(Competitive bidding procedure / Framework Contract)

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

## Purchase of national intellectual consultancy services for the implementation of the Barnahus model Croatia in the areas of training and support of professionals working with and for children, child participation, child safeguarding and awareness raising of the wider public and the professionals working with and for children victims and witnesses of sexual abuse.

### Contrac No

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 and Public Administration 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 Providers for the provision of national intellectual consultancy services to provide technical assistance in the areas of 1) training and support of non-legal professionals working with and for children; 2) training and support of relevant professionals on medical examinations; 3) awareness raising and sensitisation of target groups on the Barnahus model and on child sexual exploitation and abuse both online and offline and 4) child participation and child safeguarding .

#### 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 Europe<sup>1</sup>, the Organisation shall invite to tender at least three potential providers for any purchase between €2,000 (or €5,000 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 120 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: National consultancy tender for the implementation of the Barnahus Model in Croatia/ non-legal training, awareness raising, child participation and child safeguarding.** 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 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 - National consultancy tender for the implementation of the Barnahus Model in Croatia/ non-legal training, awareness raising, child participation and child safeguarding.**

Type of contract ▶	Framework contract
Duration ▶	Until 28 February 2026
Deadline for submission of tenders/offers ▶	11 February 2024

<sup>1</sup> 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>Email for submission of tenders/offers ▶</b>	<b>children@coe.int</b>
<b>Email for questions ▶</b>	<b>children@coe.int</b>
<b>Expected starting date of execution ▶</b>	01 March 2024

## A. EXPECTED DELIVERABLES

### Background of the Project

Barnahus is a leading European model for a child-friendly multidisciplinary and interagency response to child sexual abuse.

Croatia is a party to the CoE Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (Lanzarote Convention) since 2011. In Croatia, several different actors are responsible for protecting child victims of violence. Each of them must ensure that a child is protected from re-victimisation and that they fulfil their role in a child-friendly manner. However, some cases indicate that a child is often subject to parallel enquiries between different stakeholders and with different professionals (paediatricians, police, psychologists, courts); some of these enquiries are undertaken to collect formal evidence to be used in court.

Although the existing legislative framework concerning protection of child victims of criminal offences is harmonised not only with EU legislation, but also with regional instruments, particularly referring to the Lanzarote Convention, its full implementation remains challenging, especially considering the decreasing number of examinations/interviews before and during the criminal proceeding.

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 about child sexual abuse in Croatia is enhanced.

In that context, the Council is looking for looking for a maximum of 48 Providers (provided enough tenders meet the criteria indicated below) for the provision of national intellectual consultancy services to provide technical assistance in the following areas: training and support of professionals working with and for children, child participation, child safeguarding and awareness raising of the wider public and the professionals working with and for children victims and witnesses of sexual abuse.

**Experts and professionals from different fields and sectors with diverse experience are sought, including non-legal experts, academia, researchers, professionals with practical experience from working in Barnahus-type contexts and/or for the prevention and protection of violence against children, including sexual exploitation and sexual abuse.**

This Contract is currently estimated to cover up 15 activities, to be held by 28 February 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 for four (4) lots as detailed below.

Relevant Council of Europe standards for all lots include the Council of Europe Convention on the Protection of children against sexual exploitation and sexual abuse (Lanzarote Convention), Council of Europe Guidelines on child-friendly justice, the EU Directives on Child Sexual Abuse (2011/93/EU) and Victims' Rights (2012/29/EU).

Lots	Maximum number of Providers to be selected
<b>Lot 1: Targeted and interdisciplinary (non-legal) training and support for professionals working for and with children with focus on interagency coordination, interviewing of children, collaboration and case management.</b>	12
<b>Lot 2: Training and support of relevant professionals on medical examinations of child victims of child sexual exploitation and abuse.</b>	12
<b>Lot 3: Awareness raising and sensitisation of target groups on the Barnahus model and on child sexual exploitation and abuse both online and offline.</b>	12
<b>Lot 4: Child participation and child safeguarding.</b>	12

**Lot 1** concerns the provision of intellectual services for **targeted and interdisciplinary (non-legal) training and support for professionals working for and with children with focus on interagency coordination, interviewing of children, collaboration and case management.** The target groups include relevant **Croatian authorities and professionals** in contact with children and/or dealing with cases of child sexual abuse.

**Lot 2** concerns the provision of intellectual services for **training and support of relevant professionals on medical examinations of child victims of child sexual exploitation and abuse.** Target groups include health care practitioners who deal with examinations of child victims of sexual exploitation and abuse.

**Lot 3** concerns the provision of intellectual services for **awareness raising and sensitisation of target groups on the Barnahus model and on child sexual exploitation and abuse both online and offline.** Target groups include the general public and professionals working with and for children.

**Lot 4** concerns the provision of intellectual services for **child participation and child safeguarding in Barnahus and during the management of violence against children cases, including child sexual exploitation and abuse.** Target groups include children.

The Council will select the abovementioned 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).

### Scope of the Framework Contract

The pre-selected Providers may be requested to work independently or as part of a team with other Provider(s). Throughout the duration of the Framework Contract, pre-selected Providers may be asked to provide the following types of services:

Under **Lot 1: Targeted and interdisciplinary (non-legal) training and support for professionals working for and with children with focus on interagency coordination, interviewing of children, collaboration and case management.**

- Assessment of training needs (for non-legal professionals) and gaps of target groups in Croatia;
- Mapping of existing training materials and identification of good practices at national, European and/or international level for potential replication in Croatia;
- Development and adaptation of training courses, programmes, strategies and training materials (e.g. session plans, manuals, guidebooks, etc.) relevant to the lot, the needs of target groups and the context in Croatia (including police, child protection services, educators, social and health care workers, etc);

- Conducting targeted and/or multi-actor trainings relevant to the lot;
- Support for the development of internal guidelines, protocols, checklists, terms of references, other tools and materials to strengthen and facilitate interagency coordination, interviewing of children, collaboration within Barnahus, data collection and management of cases of child sexual exploitation and abuse at national, regional and local levels.
- Advice and consultation on the physical infrastructure of Barnahus based on lessons learnt and best practices from other countries;
- Mentoring beneficiaries on specific working processes and/or cases relevant to the lot;
- Participation and contribution to conferences, roundtables, seminars, trainings, working group meetings, workshops, consultation meetings and other relevant events with national stakeholders, including through moderating/facilitating discussions and delivering presentations.

#### **Under Lot 2: Training and support of relevant professionals on medical examinations of child victims of child sexual exploitation and abuse.**

- Research of existing practices relevant to the lot;
- Assessment of needs and gaps of target groups for training and sensitisation relevant to the lot in Croatia;
- Mapping of existing training, programmes and strategies and identification of good practices at national, European and/or international level for potential replication in Croatia;
- Development and adaptation of training courses, programmes, strategies and training materials (e.g. session plans, manuals, guidebooks, etc.) relevant to the lot, the needs of target groups and the context in Croatia;
- Conducting training relevant to the lot;
- Support for the development of internal guidelines, protocols, checklists, other tools and materials to strengthen and guide the forensic medical examination within Barnahus;
- Design and development of strategies, activities and tools for sensitisation for target groups;
- Mentoring beneficiaries on specific working processes and/or cases relevant to the lot;
- Participation and contribution to conferences, roundtables, seminars, trainings, working group meetings, workshops, consultation meetings and other relevant events with national stakeholders, including through moderating/facilitating discussions and delivering presentations.

#### **Under Lot 3: Awareness raising and sensitisation of target groups on the Barnahus model and on child sexual exploitation and abuse both online and offline.**

- Drafting, development and adaptation of awareness raising, prevention and informational materials for different target groups (children, parents, educators, wider public) in one or more of the following areas: risks and consequences of violence against children, including child sexual exploitation and abuse (CSEA), detection and reporting of CSEA, the Barnahus model and the interagency approach in Croatia, rights of the child including in the digital environment (e.g. data protection, right to correspondence and privacy), online safety, etc.;
- Disseminating materials and implementing awareness-raising campaigns;
- Participation and contribution to conferences, roundtables, seminars, trainings, working group meetings, workshops, consultation meetings and other relevant events with national stakeholders, including through moderating/facilitating discussions and delivering presentations.

#### **Under Lot 4: Child participation and child safeguarding.**

- Development of strategies, internal guidelines, procedures, checklists, other tools and materials on child participation and child safeguarding in Barnahus and during the management of violence against children cases, including child sexual exploitation and abuse, from the initial report, referral to Barnahus and to court proceedings and convictions;
- Conducting child consultations to facilitate their participation in the design of relevant legal and policy instruments.
- Drafting and preparation of child-friendly materials inspired by good practice examples at national/European/international level, including child-friendly age-appropriate materials for children and adolescents in contact with the judicial system and support services;
- Development of methodologies for carrying out child participation activities and support for the facilitation, follow-up and analysis of child consultations;
- Mapping of existing training materials on child safeguarding and identification of good practices at national, European and/or international level for potential replication in Croatia;
- Assessment of training needs and gaps of target groups as relevant to the lot;
- Conducting training relevant to the lot;
- Mentoring beneficiaries and partners on specific working processes relevant to the lot;
- Child participation and contribution to conferences, roundtables, seminars, trainings, working group meetings, workshops, consultation meetings and other relevant events with national stakeholders, including through moderating/facilitating discussions and delivering presentations.

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 terms of **quality requirements**, the pre-selected Service Providers must ensure, *inter alia*, that:

- The services are provided to the highest professional/academic standard;
- Any specific instructions given by the Council – whenever this is the case – are followed.

If contracted by the Council of Europe, the deliverables shall be provided personally by the persons identified in the offer of the Provider whose CVs have been presented to the Council of Europe (See section E. below), in accordance with the terms as provided in the present Tender File and Act of Engagement.

In addition to the orders requested on an as needed basis, the Provider shall keep regular communication with the Council to ensure continuing exchange of information relevant to the project implementation. This involves, among others, to inform the Council 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).

Written documents produced by the Provider shall be in English.

#### B. 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. Tenders proposing fees above the exclusion level indicated in the Table of fees will be **entirely and automatically** excluded from the tender procedure.

The Council will indicate on each Order Form (see Section C below) the global fee corresponding to each deliverable, calculated on the basis of the unit fees, as agreed by this Contract.

#### C. 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 quote<sup>2</sup> (Pro Forma invoice) in line with the indications specified on each Order Form, and including:

- the Service Provider's name and address;

<sup>2</sup> 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.

- 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.

### **D. ASSESSMENT**

#### *Exclusion criteria and absence of conflict of interests*

(by signing the Act of Engagement, you declare on your honour not being in any of the below situations)<sup>3</sup>

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 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](http://www.sanctionsmap.eu)).

#### *Eligibility criteria*

##### For natural persons:

- **For all Lots:**
  - A university/higher education degree in law, social sciences, human rights/children's rights or a related field;
  - At least 3 years of professional experience at international level or at national level of the country of residence/origin in the areas related to the fields of expertise as described within the specific Lots under the scope of this contract;
  - Good written and verbal command of English.

##### For legal persons:

Same requirements as for natural persons mentioned above, to be applied for the natural persons allocated to the execution of the contract.

<sup>3</sup> 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).

*Award criteria*

- Quality of the offer (90%), including:
  - 30 % for professional experience in the fields of expertise covered by this tender, including length of experience and proven track record of practical achievements in the given field;
  - 30% if provided, relevance and quality of examples and sample deliverables (e.g. draft materials recently produced, training outlines or training methodologies employed);
  - 30% practical experience from working in a Barnahus-type context is considered as an advantage.
- Financial offer (10%).

The Council reserves the right to hold interviews with tenderers.

Multiple tendering is not authorised.

## E. NEGOTIATIONS

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

## F. DOCUMENTS TO BE PROVIDED

- **A completed and signed copy of the Act of Engagement**<sup>4</sup> (See attached);
- A **detailed CV**, preferably in Europass Format, demonstrating clearly that the tenderer fulfils the eligibility criteria;
- A list of all owners and executive officers, for legal persons only;
- CVs of persons allocated to the execution of the contract, for legal persons only;
- **Motivation letter (optional)** demonstrating the tenderer's understanding of the Council of Europe needs and clearly indicating relevant professional experience and expertise for the lot(s) tendered for;
- Additional, as relevant: links and/or samples of previous work if in English.

**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.**

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<sup>4</sup> 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.