

TENDER FILE / TERMS OF REFERENCE (Competitive bidding procedure / Framework Contract)

Purchase of market research services to assess general understanding of child sexual abuse in Croatia



Contract N°

The Council of Europe is currently implementing the 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 for the provision of market research services to assess general understanding of child sexual abuse 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 a legal person or consortia of legal and/or natural persons.

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 Call_Market Research 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 CoE 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 - Tender Call_Market Research Croatia**

Type of contract ►	Framework contract
Duration ►	Until 28 February 2026
Deadline for submission of tenders/offers ►	15 November 2024 23h59 CET
Email for submission of tenders/offers ►	children@coe.int
Email for questions ►	Children@coe.int
Expected starting date of execution ►	30 November 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 (provided enough tenders meet the criteria indicated below) in order to support the implementation of the project with a particular expertise on market research to assess general understanding and perceptions of child sexual abuse in Croatia, what information are available regarding accessing protection and support from the Croatian government in cases of child sexual abuse and existing preventive measures. The survey should target children, adolescents and adults.

This Contract is currently estimated to cover up to 2 activities, to be held by 30 April 2025. 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.

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:

Quantitative research:

- Sample size: N=800 completed interviews among a national representative sample of adults in Croatia (accurate representation of the adult population of Croatia) of which **minimum N=80 are victims of child sexual abuse**.
- Questionnaire (10-15 minutes; open ended and closed ended questions): Draft, translate into English for approvals and digital programming in view of data collection
- Recruitment: Order sample and recruit for N=1000 completes
- Fieldwork supervision and quality control
- Please specify which of CAPI (computer assisted personal interviews) or CAWI (computer assisted web interviews), CATI (computer assisted telephone interviewing) or combination of three, would be recommended
- Providing of dataset of the response in Croatian and summary in English
- Analyse the responses and provide report in English and Croatian.

Qualitative research:

- Conduct 4 focus groups (N=32) : 2 with only children aged 12-18 years, 2 with only adults (incl. notably parents with children under 18 years living at home, this is not related to the children identified for the focus groups mentioned above).
- If possible, focus group facilities should be organised in a child-friendly environment in 2 different regions of Croatia.
- Translate and provide any feedback on the moderator's guide.
- Provide the venues and a Croatian moderator (moderator must be able to converse in English).
- Recruit all participants to ensure N=8 per group.
- Carrying out 1.5 – 2 hour focus groups
- Provide non-monetary incentives for participants (for example coffee/tea, water and small cakes).
- Transcription of the content of the responses in Croatian and summary in English
- Analyse the responses and provide report in English and Croatian

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.

In the link below, you can find an example of the results from similar research conducted in Finland, provided for consultation purposes only: <https://rm.coe.int/report-on-child-sexual-abuse-in-finland-eng/1680ad54d6>

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).

Unless otherwise agreed with the Council, 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 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 D below) the global fee corresponding to each deliverable, 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 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.

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

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 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).

² It must strictly respect the fees indicated in the Act of Engagement. In case of non-compliance with these fees, 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:

- 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).

Eligibility criteria

- Minimum of 5 years of experience in conducting quantitative and qualitative research in Croatia.
- A presence in Croatia, including at least one focus group facility in the country.
- Experience and/or capacity to conduct research with children.
- Staff members including moderator must be able to converse in English
- A qualified moderator with skills and experience dealing with sensitive subjects such as violence against children is an asset.
- Previous experience carrying out similar projects in Croatia is considered an asset.

Award criteria

1. Quality of the offer (70%), including:
 - Demonstrated understanding of the nature and methodology of the research.
 - Demonstrated capacity to carry out the research.
 - Most effective and efficient methodology.
 - Qualified staff members.
2. Financial offer (30%).

The Council reserves the right to hold interviews with tenderers.

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 Engagement⁴** (See attached);
- A detailed description or a portfolio of the experience, skills and competences of the provider 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** 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 available 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.

* * *

⁴ 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.