

COUNCIL OF EUROPE DEVELOPMENT BANK

PUBLIC CALL FOR TENDERS

N°2021/01/CEB/TAM/P-CS

**FRAMEWORK CONTRACT
FOR THE PROVISION OF CONSULTANCY SERVICES
TO SUPPORT INFORMATION TECHNOLOGY PROJECTS**

Instructions to tenderers

worth

Contract Notice

Deadline for submissions: 04 June 2021, noon (*Paris time zone*)

Instructions to tenderers

This document defines the procedure for the submission of offers.

Article 1. Presentation of the Council of Europe Development Bank

The CEB is a multilateral development bank. Its mission is to strengthen social integration in Europe. It does so by providing financing and technical expertise for projects with a high social impact in its member states. The Bank provides loans mainly to public authorities and to financial intermediaries such as banks or microfinance institutions.

The CEB supports socially oriented investment projects through three sectoral lines of action, namely:

- Sustainable and inclusive growth
- Integration of refugees, displaced persons and migrants
- Climate action: developing adaptation and mitigation measures

In 2020, the Bank approved close to EUR 6 billion in loans of which EUR 3.1 billion COVID-19.

At the end of 2020, the Bank employed 209 staff members of 33 nationalities, based in Paris at the following official address: 55 Avenue Kléber, FR-75116 Paris, France.

The official languages are English and French.

Article 2. Purpose of the Call for Tender

2.1 Scope of the assignment

The services required by the CEB are described in the Terms of Reference.

2.2 Division of the tender into Lots

The present tendering procedure is divided into the following 9 lots:

Lots	Maximum number of Contractors to be selected
Lot 1: IT Project Management	7
Lot 2: Open Text Enterprise content management (ECM) services	5
Lot 3: Enterprise Service Bus (Software AG) consultancy services	5
Lot 4: Risk Management Systems support and development services	5
Lot 5: Temenos Globus systems support and development services	5
Lot 6: IT Project/Portfolio Management Office services	5
Lot 7: Database Administration services	5
Lot 8: Microsoft technologies support and development services	5
Lot 9: VMware technologies support and development services	5

Each lot is a specific assignment for which companies can tender.

Tenders will be assessed lot by lot. Candidates may not submit offers that vary according to the number of lots that may be obtained.

The tenderer may not submit a single tender for all the lots for which he wishes to apply. Consequently, the tenderer must submit the number of tenders corresponding to the number of lots, each independent of the others.

2.3 Restrictions for participation

Any tenderer and/or proposed expert, having been hired to provide services for the preparation of the procurement procedure, such as the development and/or drafting of Terms of Reference and/or other procurement documents, shall be disqualified from submitting a tender and participating in the selection process for the present tender.

The fairness and transparency in the procurement procedure require that tenderers and their proposed experts competing for the tender do not derive a competitive advantage from having provided previous consulting services related to the tender in question.

2.4 Exclusion criteria

The CEB, as a rule, requires suppliers to comply with the highest ethical standards during the selection procedure and contract execution. In accordance with these principles, the CEB:

- 1) shall reject a supplier's tender where it establishes that the supplier engaged in corrupt, fraudulent, coercive or collusive practices to obtain the award of the contract;
- 2) shall reject a supplier's tender where it is aware that the supplier has been convicted by a final court decision of one of the following: fraud, corruption, money laundering, participation in a criminal organisation or any other unlawful activity;
- 3) may reject a supplier's tender where the latter:
 - a) is subject to bankruptcy or is being wound up, has suspended his business activities or is having his affairs administered by the courts, has entered into an arrangement with creditors, or is in any analogous situation arising from a similar procedure under national laws or regulations;
 - b) has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata;
 - c) has been guilty of grave professional misconduct established by any means available to the CEB;
 - d) has not fulfilled obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in which the supplier is established or those of the country where the contract is to be performed;
 - e) following another tender procedure, has been declared by a court or an arbitration tribunal to be in serious breach of contract for failure to comply with his contractual obligations;
 - f) has been cross debarred by the Multilateral Development Banks having signed the Agreement for Mutual Enforcement of Debarment Decisions dated 9 April 2010;
 - g) is guilty of misrepresentation in supplying the information requested by the CEB.

As part of their offer, interested tenderers need to submit documentary proof or statements required under the law of the country in which the company (or each of the companies for consortia) is effectively established, to show that it is not in any of the exclusion situations listed in sections a), b), c) and d) above. This evidence, documents or statements must be dated, no more than one year before the date of submission of the tender. In addition, a statement must be furnished stating that the situations described in these documents have not changed since then.

If the nature of the entity is such that it cannot fall into the exclusion situations and/or cannot provide the documents indicated above (for instance, national public administrations and international organisations), a declaration explaining this situation should be provided.

2.5 Tender modality

This is a public call for tenders.

2.6 Budget

Undisclosed.

2.7 Contract duration

The initial contract will be concluded for a period of three (3) years and may be extended one or several times, subject to performance, for a maximum period of one (1) year, without exceeding a total period of six (6) years.

2.8 Provisional timetable

Deadline for request for any clarifications from the CEB	25 May 2021 2021 noon ¹
Last date on which clarifications are issued by the CEB	28 May 2021
Deadline for submission of tenders	04 June 2021 noon
Notification of award	18 June 2021
Signature of contract	From 29 June 2021

¹ All times are in the Paris time zone

Article 3. Eligibility criteria and admissibility

Companies interested in this call for tenders must submit the response form (Tender Submission form) duly completed, dated and signed by the person authorised to commit the company, and any relevant document proving their economic, financial, professional and technical capacity in relation to the following main criteria:

1. Professional capacity, qualifications and experience:

a) General prior experience:

Companies must present examples of assignments where services were provided in the area of expertise relevant to the lot for which they are bidding:

→ *Minimum three examples of assignments in the last seven (7) years*

b) Qualifications of the experts:

Companies must demonstrate their ability to propose/hire IT experts:

→ *by giving examples of CVs of staff employed or associated to the company, demonstrating the expertise and experience relevant to the lot for which they are bidding.*

→ *with at least one professional experience in the context of a company or an international organisation in a context similar to that of the CEB.*

2. Financial capacity of the company:

a) Turnover :

Minimum de 100.000 EUR/year over the last 3 years (2018, 2019, 2020);

b) Profit/loss before taxes :

Positive results at least 3 years in the last 5 years (2016, 2017, 2018, 2019; 2020);

c) Solvency :

The bidder must provide a bank solvency certificate attesting that it is financially capable of providing the required service;

NB: A solvency certificate is a document signed by the bank certifying the financial situation and the existence of an active bank account in their establishment.

Bids from tenderers who do not meet the above minimum requirements will be rejected and will not be evaluated.

Article 4. Selection of tenderers

This call for tenders is open to all candidates as per the Eligibility and admissibility criteria indicated in Article 3.

Only those tenderers that meet the aforementioned Eligibility and admissibility criteria will have their offer evaluated.

Article 5. JV or Consortium

The JV or Consortium must collectively meet the administrative requirements of the tender mentioned in Article 3. Each partner must also meet these requirements individually. All group members are jointly and severally liable for the performance of the contract. The group will be represented by a single candidate who will act as sole representative of the group.

Article 6. Tendering conditions

6.1 Composition of the tender file

The tender file includes:

- Instructions to tenderers;
- Annexes:
 - *Terms of Reference;*
 - *Evaluation grid for the 1st stage (selection);*
 - *Bid submission form;*
 - *Financial proposal form;*
 - *Draft contract with Annexes;*
 - *Contractual proposal form;*
 - *Code of conduct form;*
 - *Statement of integrity form.*

6.2 How to obtain the Tender File?

Tenderers interested in the tender for the provision of consultancy services to support information technology projects should address their request to the Procurement Division of the CEB only by email to the following address: tenders@coebank.org by indicating in the subject of their email the following reference: *Call for Tenders [2021-01-CEB-TAMP-P-CS_ Consultancy Services for IT]* before **Tuesday 25 May 2021**. The CEB Procurement Division will then forward the Tender Dossier including the Terms of Reference, the Draft Contract and the administrative documents to be submitted.

6.3 Tenders

Documents shall be presented in English or French.

Any written communications during the procurement procedure will be in English or French.

All tenders submitted shall be regarded as contractually binding for the tenderer and the tenderer shall consequently date and sign the documents mentioned above, as well as any support document (including its financial proposal), and initial each page of each document.

The tender must comprise a **Technical offer** and a **Financial offer** and these must be submitted in separate documents (see Article 7.1). Failure to respect the requirements in aforementioned article will constitute a formal error and may result in the rejection of the tender.

Tender prices shall cover all costs necessary for the full completion of the assignment (fees, insurance, travel, accommodation, etc.) as defined by the Terms of Reference and the CEB Draft Contract with Annexes.

6.4 Duration of tender validity

The validity duration for tenders is **ninety (90) days** from the deadline for submission of offers.

6.5 Additional information before the deadline for submission of tenders

If the CEB, either on its own initiative or in response to the request of a candidate, provides additional information on the tender dossier, it shall send such information in writing to all other candidates at the same time.

All contact between the CEB and the candidates taking part in this call for tender will be done through the email address: tenders@coebank.org.

Tenderers may submit questions in writing until **Tuesday 25 May 2021, noon**, through the above-mentioned email.

The CEB has no obligation to provide clarifications to questions submitted after this date.

Any prospective tenderers seeking to arrange individual meetings with the CEB concerning this tender during the tender period may be excluded from the tender procedure.

Any clarification on the tender dossier will be communicated simultaneously in writing to all tenderers at the latest by **Friday 28 May 2021**.

No information meeting is foreseen. No site visit is foreseen. Visits by individual prospective tenderers during the tender period cannot be organised.

6.6 Acceptance and rejection of tenders

The CEB reserves the right:

- to accept or reject non-substantive defects that might affect tenders;
- to reject tenders received after the submission deadline without any penalty or justification.

6.7 Modification or cancellation of the call for tenders

The CEB reserves the right to modify or cancel all or part of the call for tenders as necessary, without having to justify its action. This shall not entail any right to compensation.

6.8 Extension of the tender submission date

The CEB may, at its discretion, extend the deadline set for the submission of tenders, in which case all of the rights and obligations of the CEB and the tenderers shall be governed by the new deadline.

6.9 Confidentiality

The entire evaluation procedure is confidential. The call for tenders and all information communicated to the candidate within the context of this call for tender and the assignment are confidential.

The Evaluation Committee's decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound to secrecy. The evaluation reports and written records, in particular, are for official use only and may be communicated neither to the tenderers nor to any party other than the CEB.

Article 7. Presentation, submission, conditions and content of tenders

7.1 Presentation and submission conditions

Tenders must be submitted to the addressee by the means and by the deadline indicated below:

Tenders must be submitted by e-mail to tenders@coebank.org, **before Friday 04 June 2021, noon**, Paris time.

The file will be transmitted as a single attachment in an archive in ZIP format. The documents included in the offers will be provided in Word, PDF or Excel format.

The tender dossier must contain two (2) separate sub-dossiers, the first for the technical proposal and the second for the financial bid, respectively named **“Technical offer”** and **“Financial offer”**.

Any tender received by the CEB after the deadline for submission of tenders shall be declared late and rejected.

7.2 Content of the tender

7.2.1 General information

The tenderer must provide:

- a) The present document (Instructions to tenderers) signed accepting all elements of the tender as contractually binding;
- b) All certificates identifying the tenderer, including its name, address, registration number (SIRET number if French company), legal form, fields of activity, professional insurance and any other documents which it may deem relevant. This includes as well the documents referred to in section 2.3 above).
- c) A signed declaration of the legal entity identified in the tender submission form, using the format attached called ***Tender submission form***;
- d) An official document (statutes, power of attorney, notary statement, etc.) proving that the person who signs on behalf of the company is duly authorized to do so.
- e) Technical offer (as described in section 7.2.2 below);
- f) Financial offer (as described in section 7.2.3 below);
- g) ***Contractual proposal form*** completed and signed (as described in section 8 below);
- h) ***Code of conduct form*** signed;
- i) ***Statement of Integrity form*** completed and signed.

The obligation to submit a tender per lot does not extend to the application. Thus, a tenderer who wishes to bid for several lots of the same contract will submit only one application.

Summary of the various documents making up each part of the application file for this contract:

- Application (to be provided only once):
 - Letter from the tenderer
 - Acceptance form for the contract proposal
 - Copy of insurance certificates
 - Declarations of integrity and code of conduct
- Tenders (to be provided for each lot) including:
 - the Technical Offer
 - the Financial proposal form [Daily rate (€) per profile]

All documents must be written in English or French.

7.2.2 Technical offer

The tenderer's technical proposal must meet all the technical requirements set out in the ToR, the tender evaluation criteria (see **Evaluation Grid**) and include the following elements:

(1) A **Tender submission form** including:

- A signed **tender declaration** of the legal entity identified in Bid submission form, using the format attached in **the Bid submission form**.
- Duly **authorised signature**: an authorised representative of the company shall sign the original submission letters in the required format for both the Technical Proposal and, the Financial Proposal and shall initial all pages of both. The person that signs the tender submission form should be the one identified in the official document referred to in point 7.2.1.d) above, or, alternatively, a person authorized by the latter in the form of a written power of attorney attached to the Technical Proposal.

(2) **Organisation and approach**

Tenderers should draw up an “Organisation and approach” note including:

- Description of the tenderer’s company (5 pages Max, font size 11 min);
- Understanding and interpretation of the context and proposal on how to provide support to the IT Division as per the Terms of Reference (10 pages Max, font size 11 min);
- The tenderer’s recruitment process and ability to propose specialists with tested skills and experience relevant to the CEB's requirements described in the lot concerned (2 pages Max, font size 11 min);
- Any additional documents that the service provider considers useful to complete its proposal. (e.g.: the means at its disposal for monitoring the contract (statistics, analyses, etc.) / the measures it intends to put in place in order to reinforce, through the execution of this contract, its commitment to sustainable development and eco-responsibility).

(3) **Past experience of the tenderer:**

- A statement of the tenderer’s qualifications, experience and the tenderer’s client references highlighting similar activities to those described in the terms of reference for the Lot(s) which the tenderer is bidding. (10 pages Max, font size 11 min);
- Curriculum Vitae of key profiles.

The evaluation of the technical offer will be conducted on the basis of the criteria indicated in the **Evaluation grid**.

The technical offer can be submitted by the tenderer in a free format.

7.2.3 Financial offer

The tenderer must provide:

- The daily rate presented in Euro (excluding VAT) per profile level

To complete the spreadsheet [2021-01-CEB-TAMP-P-CS_ *Consultancy Services for IT (Financial Proposal Form)*], the fee rates for each level of expert (from 1 to 3) must be provided for each Lot the tenderer is bidding for. The financial offers which do not provide the prices for the three profiles will be rejected and will not be evaluated.

The cost of any items essential to the performance of the contract but not identified in the tender shall be borne by the tenderer.

The Tenderer is solely and fully responsible for Value Added Tax (VAT) and any other applicable taxes, fees and duties charged on the Services. The Tenderer shall determine on its own responsibility: (i) the place of taxation of the Services, taking into account that the CEB is a non-taxable person for VAT purposes; and (ii) the applicable VAT system for the Services (taxable, refunded or exempt).

The Tenderer shall not invoice or charge the CEB for any VAT, taxes, fees or duties, unless: (a) previously indicated in the tender; and (b) required to do so by the relevant national authorities after consideration of: (i) the privileges and immunities accorded to the CEB by its Member States; and (ii) the exemption from VAT in the territory of the European Union through Article 151 of EU Directive 2006/112/EC.

Should the tender feature any erroneous assessment on the taxation of the Services (especially regarding the place of taxation of the Services for VAT purposes), or should the selected Tenderer not complete all formalities required to allow the CEB to benefit from an applicable exemption or refund, the invoiced amount shall be the Contract Price as per Article 4 of the Draft Contract. In this respect, if VAT is applicable, the Contractor is liable for payment of VAT to the relevant tax authorities. The CEB does not assume any contractual liability arising from any tax audit of the Contractor.

7.3 Alteration or withdrawal of tenders

Tenderers may alter or withdraw their tenders by written notification prior to the deadline for submission of tenders. No tender may be altered after this deadline.

Any such notification of alteration or withdrawal shall be prepared and submitted in accordance with Article 4.1.

7.4 Costs for preparing tenders

No costs incurred by the tenderer in preparing and submitting the tender shall be reimbursed. All such costs shall be borne by the tenderer.

7.5 Ownership of tenders

The CEB retains ownership of all tenders received under this tendering procedure. Consequently, tenderers have no right to have their proposal returned to them.

7.6 Additional services

The CEB may call upon the selected suppliers to acquire additional services, under conditions defined by mutual agreement with the latter.

Article 8. Compliance with the CEB Draft Contract

The tenderer must send the **Contractual proposal form** with his offer, indicating the option chosen.

The CEB will not accept amendments proposed subsequently to the closing date of the tender.

Article 9. Evaluation of offers (Lot by Lot)

9.1 At the 1st stage: Selection of Contractors and signature of the Framework Contracts

9.1.1 Evaluation of Technical offers

The quality of each technical offer will be evaluated in accordance with the award criteria and the associated weighting as detailed in the **Evaluation Grid** attached to this tender dossier. No other award criteria will be used. The award criteria will be examined in accordance with the requirements as indicated in section 7.2.2 of the Instruction of this document and the **Terms of Reference** of this tender dossier.

The evaluation of the technical offers will follow the following procedure:

The Evaluation Committee examines the Technical Offers, the Financial offers remaining secret.

When evaluating Technical Offers, each member of the Committee awards each offer a score in accordance with the evaluation grid laid down in the tender dossier.

The Evaluation Committee members will apply the technical evaluation criteria listed in the evaluation grid. Under no circumstances may the Committee or its members change the technical evaluation grid communicated to the tenderers in the tender dossier.

Each voting member of the Committee completes an evaluation grid to record his/her assessment of each technical offer in order to establish a general appreciation of strengths and weaknesses of the individual technical offers.

The Secretary of the Evaluation Committee calculates the aggregate final score, which is the arithmetical average of the individual final scores.

Out of the Tenders, the best Technical offer is awarded 100 points. The other tenders receive points calculated using the following formula:

Technical score = $\left(\frac{\text{final score of the technical offer in question}}{\text{final score of the best Technical offer}} \right) \times 100$.

9.1.2 Evaluation of Financial offers

Upon completion of the technical evaluation, the electronic files containing the financial offers for tenders will be opened.

Any arithmetical errors are corrected without penalty to the Tenderer.

The comparison of the tenders on the basis of the price will be done as follows: for each category the offer with the lowest price unit will receive the maximum corresponding points and the others indirectly proportional.

The total points will be defined according to the following formula: Points for Level 1 + Points for Level 2 + Points for Level 3.

$$\text{Formula} = \frac{\text{Lowest offer}}{\text{Offer to be evaluated}} \times \text{Maximum points}$$

Category of expenses per profile level	Maximum Points
Level 1: Associate consultant/specialist. Typically, less than 10 years of experience in the profile described	20
Level 2: Consultant/specialist. Typically, between 10 and 15 years of experience in the profile described	30
Level 3: Senior consultant/specialist. Typically, more than 15 years of experience in the profile described	50
Financial Score	100

Tenderers may be asked for clarification where the offer is not sufficiently clear and will need to be clarified or its content supplemented.

9.1.3 Presentation of the tender (Interviews)

N/A in the 1st stage (**Selection of Contractors and signature of the Framework Contracts**) but in the 2nd stage (**Award of subsequent Call-Offs**), Cf. Article 4 of the Terms of Reference for Consultancy Services for IT.

9.1.4 Choice of the selected tenders in the 1st stage.

The best value for money is established by weighing the technical offer against the financial offer on a **weighting 70/30 % basis**.

The Frameworks Contracts will be awarded to the best ranked tenders per each Lot that are most economically advantageous. This will be determined on the basis of the highest total points out of 100 after assessment of the technical and financial offer of the tenderer.

9.2 At the 2nd stage: Award of subsequent Call-Offs

Once the Framework Contracts are signed, further competitive procedures will be launched to determine which of the selected Contractors will provide the relevant services under the framework of subsequent Call-Offs.

For each Call-Off, the selected Contractors will be notified of the terms of reference, and, where relevant, additional tender rules and additional legal conditions applicable. Each notification will indicate the deadline for the submission of tenders, along with all supporting documents, taking into account the complexity of the Call-Off concerned. Call-Off tenders received after the given deadline shall not be considered.

9.2.1 Evaluation of subsequent Call-Offs offers

The award criteria and weighting for the subsequent Call-Offs will be applied to each Call-Off in order to identify which offer provides the best value for money.

The quality of each technical offer will be evaluated in accordance with the award criteria and the associated weighting as detailed in Article 5 of the Terms of Reference.

The technical offer will be evaluated on the basis of the following scale:

Scale:

Scoring of each sub-criterion from 0 to 5 (0 being considered the lowest score and 5 the highest), as follows:

- 0 = Does not exist or cannot be assessed
- 1 = Insufficient
- 2 = Partially inadequate
- 3 = Satisfactory
- 4 = Good and beneficial
- 5 = Excellent

Out of the Tenders, the best Technical offer is awarded 100 points. The other tenders receive points calculated using the following formula:

Technical score = $\frac{\text{(final score of the technical offer in question/final score of the best Technical offer)}}{x 100}$.

Upon completion of the technical evaluation, the financial offers for tenders will be opened. Any arithmetical errors are corrected without penalty to the Tenderer.

The tender with the lowest offer price receives **100 points**. The others are awarded points by means of the following formula:

Financial score = $\frac{\text{(lowest fees/total fees of the tender being considered)}}{x 100}$.

9.2.2 Choice of selected tender in the framework of subsequent Call-Offs

The best value for money is established by weighing the technical offer against the financial offer on the weighting basis.

Article 10. Negotiation

When necessary, a negotiation phase may be initiated following the analysis of the offers.

Article 11. Ethic clauses / Corruptive practices

- a) Any attempt by a tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the Evaluation Committee or the CEB during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its tender.
- b) The tenderer must not be affected by any conflict of interest and shall have no equivalent relation in that respect with other tenderers or parties involved in the project.
- c) The CEB reserves the right to suspend or cancel the Contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract. For the purposes of this provision, refer to the CEB policy on Compliance which can be found at www.coebank.org.
- d) The CEB reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. Where such substantial errors, irregularities or fraud are discovered after the award of the Contract, the CEB may refrain from concluding the Contract.

Article 12. Notification of award

The successful tenderer(s) will be informed in writing that its/their tender(s) has/ have been accepted.

The CEB will furthermore, at the same time, inform the remaining unsuccessful tenderers. A standstill period of ten (10) days will be applied during which tenderers which can seek clarifications on the evaluation of their tender or submit complaints in writing, if they consider that they have not been adequately evaluated.

Article 13. Signature of the contract

Upon receipt of a contract from CEB, the selected tenderer shall sign and date the contract and return it to the CEB within 5 days.

Failure of the selected tenderer to comply with this requirement may constitute grounds for the annulment of the decision to award the contract. In such a case, the CEB may award the tender to another tenderer or cancel the tender procedure.

Article 14. Cancellation of the tender procedure

In the event of cancellation of the tender procedure, tenderers will be notified by the CEB.

Cancellation may occur when:

- the tender procedure has been unsuccessful, i.e., no qualitatively or financially worthwhile tender has been received or there is no valid response at all;
- the economic or technical data of the project have fundamentally altered;
- exceptional circumstances or force majeure render normal performance of the contract impossible;
- there have been irregularities in the procedure, in particular where these have prevented fair competition;
- the award is not in compliance with sound financial management, i.e. does not respect the principles of economy, efficiency and effectiveness (e.g. the price proposed by the tenderer to whom the contract is to be awarded is objectively disproportionate with regard to the price of the market).

In no event shall the CEB be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a tender procedure even if the CEB has been advised of the possibility of damages.

Read and approved as contractually binding

On

At

Signature of an authorised representative of the tenderer and stamp of the tenderer