

COUNCIL OF EUROPE DEVELOPMENT BANK

PUBLIC CALL FOR TENDERS

N°2022/18/CEB/TAM/P-CS

HOSTED TELEPHONY SOLUTION  
—  
OVERHAUL OF TRADING ROOM TELEPHONY SYSTEM AND ADMINISTRATIVE OFFICE TELEPHONY

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Procurement Notice  
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**Deadline for submissions: 10 February 2023, noon (Paris time zone)**

## **Article 1. Presentation of the Council of Europe Development Bank (CEB) & object of the contract**

### **1.1. Presentation of the of the Council of Europe Development Bank (CEB)**

The Council of Europe Development Bank (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 2021, the Bank approved 57 projects worth EUR 4.2 billion.

At the end of 2021, the Bank employed 213 permanent staff members of 32 nationalities, all based in Paris at the following official address: 55 Avenue Kléber, FR-75116 Paris, France. In addition, 5 locally hired staff are based in the CEB Project Office in Ankara, Türkiye.

The official languages of the Bank are English and French.

### **1.2. Object of the Contract**

The CEB wishes to switch its trading room telephony system and administrative office telephony system towards a hosted telephony system to respond to various challenges such as the relocation of infrastructure and remote access to work for all its employees.

### **1.3. Scope of the tender**

The purpose of this call for tenders for a hosted telephony solution is to select one or more Providers (publisher or integrator):

- Providing reliable and redundant hosted **trading room** telephony services
- Providing reliable and redundant hosted **administrative office** telephony services
- Offering a range of reliable and high-performance equipment

The relevance of the technical offer will be examined in the same way as the financial offer regarding the services and equipment offered.

The objectives pursued through this call for tenders is as follows:

- The CEB defines its expectations of the Provider or Integrator of a hosted telephony solution in terms of availability, responsiveness, flexibility, and quality of service.
- The Provider will be able to support the CEB so that the services offered can evolve with technical, IT and structural developments in the telephony sector, but also in accordance with the evolution of the bank's activity.

The Provider is expected to meet the CEB's quality requirements. The Provider will have to be completely reliable in terms of quality of service and commitment, price, and transparency (compliance with the conditions), acting as a trusted partner.

## 1.4. Budget and duration of the contract

### 1.4.1 Budget

Undisclosed.

### 1.4.2 Duration

The contract will be concluded for a firm period of four (4) years and may be renewed for an additional period of four (4) years, without its total duration exceeding eight (8) years.

The Provider may not refuse the renewal of its contract.

## 1.5. Provisional timetable

Deadline for submission of tenders	10 February 2023 noon
Tentative award notification date	17 April 2023
Tentative Contract signature date	From 28 April 2023

## Article 2. Eligibility Criteria

Companies interested in this tender must meet the following main mandatory technical characteristics:

### 1. Common to both Lots:

→ *The solution in SAAS mode must be hosted in a Datacentre within EU/EEA states\*.*

### 2. Specific to Lot 1: Hosted trading room telephony:

- *The editor of the solution must have been present on the Trading Room telephony market for more than five (5) years;*
- *The editor of the solution must have at least 5 references in the field of trading rooms; and*
- *Data storage (including Cloud storage) and process data stemming shall only take place in EU/EEA states\*.*

### 3. Specific to Lot 2: Hosted administrative office telephony:

- *The editor of the administrative office telephony solution must have at least 3 experiences on more than 250 users; and*
- *Data storage (including Cloud storage) and process data stemming shall only take place in EU/EEA states\*.*

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

*\*) In the event that a tenderer wishes to propose storage / hosting in a third state, such tenderer has the onus to demonstrate that the proposed jurisdiction benefit from an adequacy decision (Article 45 of GDPR) or appropriate safeguards (Article 46 GDPR), or the economic operator has been found by the competent supervisory authority to have adequate binding corporate rules (Article 47 GDPR).*

## Article 3. Joint Venture (JV) or Consortium

The JV or Consortium may collectively meet the eligibility criteria of the tender from Article 2. Each partner must individually not fall into the exclusion situations listed in the tender file. 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 4. How to obtain the tender file?**

Tenderers interested in the tender for the provision of hosted telephony solutions can download the elements necessary for the preparation of their offers (Tender Dossier including the Technical Specifications Document), the CEB' Specific conditions and the administrative documents to be submitted) on the e-procurement platform (VORTAL) by using the following link:

Platform's link: <https://community.vortal.biz/sts/Login?SkinName=councileuropedevdevelopmentbank>

#### **Article 5. Additional information before the deadline for submission of tenders**

Any potential bidders may submit questions related to this tender in writing made via the e-procurement platform VORTAL: (as mentioned in Article 4 above).

Any questions related to this tender should arrive by **Monday 30 January 2023, noon**. The CEB has no obligation to provide clarifications to questions that would be submitted after this date.

The CEB will provide answers to the questions at the latest by **Wednesday 1<sup>st</sup> February 2023**.

#### **Article 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.

#### **Article 7. Modification or cancellation of the Call for Tenders**

The CEB reserves the right to modify or cancel, at any time, all or part of this tender as necessary, without having to justify its action or incurring any liability to potential bidders. 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 this tender even if the CEB has been advised of the possibility of damages.

#### **Article 8. Confidentiality**

All information communicated to the Applicant within the context of the call for tenders or the assignments are confidential.

#### **Article 9. Extension of the submission date**

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

#### **Article 10. Evaluation criteria**

Tenders that will be submitted by the tenderers will be evaluated on the basis of quality and price.

The weighting between quality and price will be on **70/30 basis**.