

COUNCIL OF EUROPE DEVELOPMENT BANK

PUBLIC CALL FOR TENDERS

N° 2025-07 CEB/TAM/P/R&C

**PROVISION OF
A CRISIS MANAGEMENT AND EMERGENCY NOTIFICATION ONLINE PLATFORM**

Instructions to Tenderers

Acting as

Contract Notice

Deadline for submission

15 September 2025, 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 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 pursues its mission by financing social investment and projects that serve vulnerable people, across three lines of action:

- Investing in people and enhancing human capital;
- Promoting inclusive and resilient living environments;
- Supporting jobs and economic and financial inclusion.

In 2024, the Bank approved 44 projects worth EUR 4.5 billion.

At the end of 2024, the CEB employed around 230 permanent staff members of more than 30 nationalities, mainly based in Paris at the following official address: 55 Avenue Kléber, FR-75116 Paris, France. In addition, the CEB had 4 staff members in the “SHIFA project office” in Ankara, Türkiye and one staff member based in Kyiv, Ukraine.

The official languages of the Bank are English and French.

Article 2. Purpose of this assignment

2.1 Scope the assignment

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

2.2 Division of the tender into Lots

Not applicable.

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 tender.

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 up to three (3) 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	5 September 2025
Last date on which clarifications are issued by the CEB	10 September 2025
Deadline for submission	15 September 2025, noon (Paris time zone)
Presentation of the tender (Interviews/demo)	From 22 to 23 September 2025
Notification of award	From 7 October 2025
Signature of Contract	From 20 October 2025

Article 3. Eligibility criteria and admissibility

Companies interested in this call for tenders must submit the qualification questionnaire 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 & technical 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 specifications of this procedure:

→ *Minimum three (3) examples of assignments in the last six (6) years*

b) Qualification questionnaire:

Companies must demonstrate their ability to meet the required technical specifications.

Negative responses to mandatory criteria ('required') will be considered non-compliant, resulting in the rejection of the bid.

2. Financial capacity of the company:

a) Turnover :

Minimum 1.000.000 EUR/year over the last 3 years (2022; 2023; 2024);

b) Profit/loss before taxes :

Positive results: at least two out of the last three years.

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

Article 4. Joint Venture (JV) or Consortium

The JV or Consortium may collectively meet the requirements of the tender. Each partner must individually not fall into the exclusion situations listed under Article 2.3. 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 5. Tendering conditions

5.1 Composition of the tender dossier

The tender file includes:

- Instructions to Tenderers;
- Annexes:
 - *Terms of Reference;*
 - *Evaluation grid;*
 - *Financial proposal form & Unit Price Schedule table;*
 - *Qualification Questionnaire;*
 - *Specific Conditions with Annexes;*
 - *Specific Conditions acceptance form;*
 - *Code of conduct form;*
 - *Statement of integrity form;*
 - *E-tendering platform user guide.*

5.2 Tenders

Tender documents shall be presented in English or French. All written communication during the procurement procedure will be in one of the 2 official languages of the CEB (English & 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 offer).

The tender must comprise a **Technical offer** and a **Financial offer** and these must be submitted in two separate sub-dossiers (see Article [6.1](#)). 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 Draft Contract with Annexes.

5.3 Duration of tender validity

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

5.4 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 procurement procedure will be done through the e- procurement platform.

Tenderers may submit questions in writing until **Friday 5 September 2025, noon**, via the e-procurement platform E-marchéspublics (<https://coebank.e-marchespublics.com>)

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 **Wednesday 10 September 2025**.

5.5 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.

5.6 Modification or cancellation of procurement procedure

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

5.7 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.

5.8 Confidentiality

The entire evaluation procedure is confidential. The procedure and all information communicated to the candidate within the context of this negotiated procedure 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 6. Presentation, submission, conditions and content of tenders

6.1 Presentation and submission conditions

Tenders must be submitted via the e-procurement platform (E-MARCHESPUBLICS) before the Deadline for submission **Deadline for submission** **15 September 2025, noon (Paris time zone)**

Platform's link: <https://coebank.e-marchesppublics.com>

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 offer and the second for the Financial offer, 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.

6.2 Content of the tender

6.2.1 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. The documents referred to in Article [2.4](#) above have to be submitted as well;
- c) An official document (statutes, power of attorney, notary statement, etc.) proving that the person who signs on behalf of the company/joint venture/consortium is duly authorized to do so;
- d) **Qualification Questionnaire** – completed and signed;
- e) Technical offer (as described in Article [6.2.2](#) below);
- f) Financial offer (as described in Article [6.2.3](#) below);
- g) **Terms of Reference** – signed;
- h) **Specific Conditions acceptance form** – completed and signed, as described in Article [7](#) below;

- i) **Code of conduct form** – signed, and
- j) **Statement of Integrity form** – completed and signed – to be submitted for each JV/Consortium's member (if applicable).

All documents must be written in English or French.

6.2.2 Technical offer

The tenderer's technical proposal must meet all the technical requirements set out in the ToR, the tender evaluation criteria [see *2025-07-CEB-TAM-P-R&C_Crisis Management & Emergency Notification Online Platform_(Evaluation Grid)*] and include the following elements:

The Technical offer must include the following elements:

- A technical proposal that fully addresses all evaluation criteria and clearly demonstrates the bidder's capability to meet the CEB's requirements;
- All relevant elements that substantiate the suitability of the proposed solution.

NB: To facilitate the assessment of the submitted information, candidates are strongly encouraged to clearly reference the relevant criteria (e.g., by indicating the corresponding criterion number as outlined in the specifications or qualification questionnaire).

Tenderers are reminded that the provision of false information in this tender procedure may lead to their exclusion from this tender award.

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.

6.2.3 Financial offer

The Financial offer must be presented in Euro (excluding VAT) and must include the following documents:

- Financial Offer (must be made using the form: **Financial proposal form**).
- **Unit Price Schedule**, duly completed with all unit prices for both required and optional services, including the detailed breakdown of the total and fixed price components.
- Breakdown of the overall annual flat-rate price for services (a separate budget form, named **Lump-Sum Price Breakdown**, in free format, must be submitted, providing a detailed breakdown of estimates for all costs necessary to perform the services).

The Financial proposal form, duly completed and signed, should be submitted in a **PDF** format file.

The cost of any element essential to the execution 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, considering 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.

6.3 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 [6.1](#).

6.4 Costs of 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.

6.5 Ownership of tenders

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

6.6 Additional services

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

Article 7. Compliance with the CEB's Specific Conditions

The tenderer must send the ***Specific Conditions acceptance form*** with its offer, indicating the option chosen.

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

Article 8. Evaluation of offers

8.1 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 Article [6.2.2](#) of this document and the ***Terms of Reference*** of this tender dossier.

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

- i. The Evaluation Committee examines the Technical offers, the Financial offers remaining unopened.
- ii. 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.

- iii. 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.
- iv. 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.
- v. The Secretary of the Evaluation Committee calculates the aggregate final score, which is the arithmetical average of the individual final scores.
- vi. Clarifications can be requested from the Tenderers should the offer submitted not be clear enough and precisions would be needed.

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

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

- 0 = Unacceptable Response – No information provided or response does not address the requirement.
- 1 = Poor response – The response contains material omissions and / or is supported by limited evidence / examples. Concerns that the organisation does not have the potential to deliver / that they have failed to meet a reasonable standard.
- 2 = Fair response – There is adequate detail / supporting examples giving a reasonable level of confidence in the Tenderer's experience and ability. The Tenderer appears to have the potential to deliver as required / has met a reasonable standard and there are only minor concerns about the Tenderer's experience.
- 3 = Good Response – The level of detail / supporting examples gives a high level of confidence in the Tenderer's experience and ability. The Tenderer clearly has the potential to deliver and / or has clearly met an acceptable standard.
- 4 = Excellent Response – A comprehensive well evidenced submission, clearly demonstrating expertise and knowledge incorporating some value-added benefits attributes & other points of innovation. The bid is deemed to offer little risk and fully captures the understanding of the steps involved to deliver aspects of the service which can be related to the question posed, giving a high level of confidence in the Tenderer's experience and ability.
- 5 = Exceptional Response – A comprehensive and exceptionally evidenced submission that substantially exceeds the expectations of the requirement and offers significant additional benefits. Submission clearly demonstrates exceptional expertise and knowledge incorporating value added benefits/ & other points of innovation. The bid is deemed to offer well identified risks and a mitigation of these put forward and fully captures the understanding of the steps involved to deliver all the aspects of the service and is directly relatable to the question posed, giving an exceptionally high level of confidence in the Tenderer's experience and ability.

The Technical offer with the highest final score is awarded 100 points, while the other tenders receive points calculated using the following formula:

$$\text{Technical score} = \frac{\text{Final score of the Technical offer in question}}{\text{Final score of the best Technical offer}} \times 100$$

8.2 Presentation of the tender (Interviews / Demonstration)

Following the technical evaluation of the offers, the four (4) best candidates will be invited to deliver a two (2) hours interview & live demonstration of their platform, to present their technical offer and to conclude with a question & answer phase with the evaluation committee.

In the event of a tie resulting in more than four candidates achieving the highest technical scores, all candidates with equal top scores will be invited to participate in the interviews.

Unsuccessful candidates will not participate in the interviews and will not have their financial offer opened and evaluated.

Please note that interviews with shortlisted candidates are expected to take place on **22 – 23 September 2025** via videoconference (Zoom).

Interviews will be conducted either in French or English.

The tenderer's presentation with the highest final score is awarded 100 points, while the other tenders receive points calculated using the following formula:

$$\text{Technical score} = \frac{\text{Final score of the Presentation in question}}{\text{Final score of the best Presentation}} \times 100$$

8.3 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 will be corrected without penalty to the Tenderer.

The Financial offer with the lowest offered price receives **100 points**. The others are awarded points calculated using the following formula:

$$\text{Financial score} = \frac{\text{Lowest fee}}{\text{Total fee of the tender being considered}} \times 100$$

The quality of the financial 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.

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

8.4 Choice of selected tender

The best value for money is established by weighing the technical offer against the financial offer on an **70/30 basis** (Technical 55% / Interview-Demo 15 % / Financial 30%).

Article 9. Negotiation

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

Article 10. Ethics clauses

- 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 11. Notification of award

The successful tenderer will be informed in writing that its tender has 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 12. Signature of the Contract

Upon receipt of the Contract from CEB via the *DocuSign* electronic signature system, 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 13. Other International Organisations

The CEB wishes to allow other International Organisations based in France to benefit from the prices and conditions resulting from this procurement procedure. Consequently, Tenderers shall declare their acceptance of such potential opt-in.

Tenderers shall note that any opt-in is at the discretion of the other International Organisation(s) and would take place through a separate contract, based on the prices agreed with the CEB, to be concluded between the Selected Tenderer and the respective International Organisation.

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