

**PROCUREMENT NOTICE**  
**Open procedure**

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**“Provision of an IT monitoring system”**

**COUNCIL OF EUROPE DEVELOPMENT BANK**

**CALL FOR TENDERS**

**JULY 2015**

**DEADLINE FOR SUBMISSION OF OFFERS: 10 September 2015, at 12 pm (Noon)**

**1. Assignment**

Council of Europe Development Bank (CEB) is issuing a call for tenders to provide an IT monitoring system.

The Council of Europe Development Bank (CEB) is a multilateral development bank with a social vocation. Established on 16 April 1956 in order to bring solutions to the problems of refugees, its scope of action has progressively widened to other sectors of action directly contributing to strengthening social cohesion in Europe.

The CEB represents a major instrument of the policy of solidarity in Europe in order to help its 41 Member States achieve sustainable and equitable growth: it thus participates in financing social projects, responds to emergency situations and, in so doing, contributes to improving the living conditions of the most disadvantaged population groups.

The CEB contributes to the implementation of socially oriented investment projects through four sectorial lines of action, namely:

- strengthening social integration
- managing the environment
- supporting public infrastructure with a social vocation
- supporting Micro, Small and Medium Sized Enterprises (MSMEs)

The CEB enjoys a unique and original position in Europe, both on account of the nature of the projects it finances, the sectors in which it undertakes its action and the geographic scope of its shareholder base.

At the end of 2014, 185 permanent staff members were employed by the CEB.

The CEB IT department is organized around four main functional areas in order to provide services to users and business lines:

- User Environment: this functional area includes the user desktop (pc, printer/copier and telephone), infrastructure (servers and networking), and personal productivity software (office, etc.).
- Security: this functional area covers security operations and controls. These are extended to include operational incidents as defined in Basle II.
- Banking Finance: this functional area covers all banking and market finance related projects and applications.
- Administration: this functional area covers all projects and applications activities of non-banking business lines (HR, Communication, etc.).

Each of these functional areas is staffed, and handles user or business request as well as incidents reported by users. These functional areas are also responsible for their technical or business projects.

In terms of main practices, they can be defined for the functional as the following:

- User Environment: the main practice is service management from helpdesk to operations.
- Security: the main practice is risk management and handling operational and security incidents with corrective action plans.
- Banking Finance and Administration: the main practice is project management.

## **2. Assignment Objective**

The objective of this assignment is to provide and setup a system for IT monitoring at CEB.

## **3. Duration**

The term of engagement is 3 years. The engagement may be extended for an additional period and an additional budget up to the size of the original one if there are additional services or new needs identified upon completion of the assignment, at the discretion of CEB.

#### **4. Provisional Time table**

Publication Date	15 July 2015
Deadline for request for any clarifications from the CEB	26 August 2015 Midnight*
Last date on which clarifications are issued by the CEB	2 September 2015
Deadline for submission of tenders	10 September 2015 (Noon)*
Presentations from bidding companies	16-18 September 2015
Notification of award	22 September 2015
End of standstill period	2 October 2015
Signature of contract	5 October 2015

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\*all times are in the Paris time zone

#### **5. Eligibility Criteria**

Only those companies that meet the Eligibility Criteria will have their offers evaluated. There is no limitation in the number of companies that will be accepted for the evaluation of offers, provided they meet the following criteria:

1. Companies interested in participating in the tender need to demonstrate that they have financial and economic capacity to execute the contract. To do so, companies need to provide audited financial statements and a turnover of at least 600,000 EUR for the previous three years ( 2012, 2013 and 2014)
2. Companies shall demonstrate that they have access to or available liquid assets or lines of credit sufficient to meet the cash flow requirement estimated at 70,000 EUR. ( through an officially signed bank statements or letter of credit )

The Financial Offer of the companies that do not meet the Eligibility Criteria will not be open.

#### **6. Eligibility of suppliers**

Eligibility of Suppliers is subject to the terms and conditions described in the “Guidelines on the Internal Procurement of Services, Supplies and Works by the CEB 2014”- clause 4.

#### **7. How to obtain the tender documentation?**

Companies interested in this tender should download the tender dossier from the following internet address: <http://coebank.e-marchespublics.com>

## **8. Content of the offer**

The Applicant (in case of a joint application, each member of the consortium) shall provide the Statement of Integrity duly completed and signed.

The Applicant shall complete the Eligibility Criteria form and submit it together with any supporting information requested for the Eligibility Criteria.

The applicant shall submit a technical offer.

The applicant shall submit a financial offer.

All documents shall be in English. The evaluation of offers will include interviews that can be held in English and/or French. The performance of the service must be in English and French.

## **9. Additional information, questions before the deadline**

No additional information will be provided. Any potential bidders that would like to ask questions about this tender should do it through the platform: <http://coebank.e-marchespublics.com>

The deadline for Any questions related to this tender is the **26<sup>th</sup> of August 2015, Midnight**. Questions that arrive later than the deadline will not be answered.

The CEB will provide answers to the questions at the latest by **2 September 2015**, by publishing updates to this notice in the procurement section of the website: <http://coebank.e-marchespublics.com>

## **10. Acceptance and rejection of bids**

CEB reserves the right to accept or reject non-substantive defects that might affect bids.

## **11. Modification or cancellation of the tender**

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 way will 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.

## **12. Presentation and submission conditions**

Tenders shall be submitted through the platform <http://coebank.e-marchespublics.com>, as explained in point 8 above, before the submission deadline of **10 September 2015, 12 pm (Noon)**.

CEB shall not consider any tender that arrives after the deadline for submission of tender, any tender received after the deadline for submission as well as tender submitted by other means than the e-platform will be rejected and will not be open.