

COUNCIL OF EUROPE DEVELOPMENT BANK

CONTRACT NOTICE

PUBLIC CALL FOR TENDERS

N°CEB /ITP/P/2016/06

**FOR THE PROVISION
OF IT PROJECT CONTRACTORS
FOR INFORMATION TECHNOLOGY PROJECTS**

The Bank wishes to attract tenders from Small Medium Enterprises who would like to work with the Bank to enhance the Bank's IT infrastructure over the next 3 years.

Deadline for submissions: Thursday 2 June 2016, Noon (Paris time zone)

Article 1. Assignment

The Council of Europe Development Bank (CEB) is issuing a call for tenders in order to select service providers for the provision of contractors for IT projects in 8 separate lots.

1.1. Preamble

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 is based on a Partial Agreement among Council of Europe Member States and, according to its Articles of Agreement, is subject to the Council's overall authority. Signed on 16 April 1956 by eight countries, the Bank is the first of the Partial Agreements to have been concluded.

The CEB thus operates within the framework of the Council of Europe and supports its priorities but it has its own legal personality.

At the end of 2015, approximately 200 permanent staff members of 30 different nationalities were employed at the Bank all based in Paris. The two official languages are French and English.

1.2. Object of the Contract Notice

The Bank wishes to attract tenders from Small Medium Enterprises who would like to work with the Bank to enhance the Bank's IT infrastructure over the next 3 to 6 years.

To encourage smaller organisations to participate, the Bank's requirement has been broken down into 8 separate lots leading to the award of a separate contract for each lot.

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

Tenderers will be able to bid for any and for a maximum of 3 lots of their choosing.

1.3. Description of the lots

Lot 1: IFRS 9 Project Manager Profile

➤ **IFRS9 standards implementation**

With the expected regulatory deadline of January 1st 2018, the Bank is implementing an IFRS 9 system. The Bank is impacted for credit impairment and hedge accounting. To attain coherent Information Systems, the project may lead to the required implementation of additional new systems linked to IFRS 9, including derivative valuation solutions (and in general instrument valuation solutions), collateral management solutions and their associated reporting systems (in front, back and middle offices, or risk management).

For its IFRS 9 project the Bank requires integrating a project manager as part of the internal bank projects team.

In addition, and to achieve specific projects, the project manager may be assisted by a system integration specialist and/or a developer to be provided by the tenderer and reporting to the Project Manager. Additional project managers may also be required for projects linked to IFRS 9 (derivative valuation, collateral management, transaction reporting).

Lot 2: ALM Project Manager Profile

➤ **Asset liability management**

With an existing Moody's ALM system (ex-Fermat) in production, the Bank is preparing an upgrade to the more recent Moody's Risk Confidence system or an equivalent system. A number of challenges exist in this migration; including the alignment of data inputs required by the Bank's generalized use of the Moody's risk platform (Risk Origin and Risk Authority). To attain coherent Information Systems, the project may lead to the required implementation of additional new systems linked to balance sheet management and accounting, using the same type of competencies.

For its ALM project the Bank requires integrating a project manager as part of the internal bank projects team.

In addition, and to achieve specific projects, the project manager may be assisted by a system integration specialist and/or a developer to be provided by the tenderer and reporting to the Project Manager.

Lot 3: MDM Project Manager Profile

➤ **Master data management**

The implementation of an MDM system is an important component of the Bank's target application infrastructure, taking over the management and governance of key bank data, and ensuring coherence and distribution to client systems. A first area will be the centralization of market data, including bonds data. Further areas include the management of counterparty data.

The MDM system, using its own ETL components or other equivalent components, is also expected to replace existing homegrown ETLs.

For its Master Data Management (MDM) project the Bank requires integrating a project manager as part of the internal bank projects team.

In addition, and to achieve specific projects, the project manager may be assisted by a system integration specialist and/or a developer to be provided by the tenderer and reporting to the Project Manager.

Lot 4: BI Project Manager Profile

➤ **Business intelligence**

The Bank uses SAP crystal reports for its basic reporting requirements. This platform was upgraded to the latest version, and licensing was extended to the full suite of SAP BI. The aim of the project will be to generally improve the Bank's reporting and analytics capabilities by fully using the SAP suite.

For its reporting and data analysis projects the Bank requires integrating a project manager as part of the internal bank projects team.

In addition, and to achieve specific projects, the project manager may be assisted by a system integration specialist and/or a developer to be provided by the tenderer and reporting to the Project Manager.

Lot 5: ECM Project Manager Profile

➤ **Enterprise content management**

In 2014, the Bank introduced a new document management system (ECM) intended to replace a number of older obsolete systems. OpenText Content suite was selected, and has been implemented as the single central document repository for the Bank. After the initial integration into the Bank's project management system, the project is continuing with the transition of operational departments to a new document management. For this, the Bank needs to establish its own standard document practices and policies.

For its continuing document management system projects, the Bank requires integrating a project manager as part of the internal bank projects team.

In addition, and to achieve specific projects, the project manager may be assisted by a system integration specialist and/or a developer to be provided by the tenderer and reporting to the Project Manager.

Lot 6: BPM Project Manager Profile

➤ **Business process management**

In 2014, the Bank implemented a procurement management system using the Assure/Metastorm tools from OpenText. This pilot project is now in production, as well as its underlying document management system.

The Bank intends to continue developing business processes and workflows, around the OpenText Content suite document management system with the OpenText Process suite or equivalent. The development of workflows, modeled after existing business processes is a major undertaking to improve automation of collaboration by the Bank's business units. It will also provide management visibility into business process statuses.

In addition to managing the development of workflows, the Bank will implement a web application portal giving users a single point of access into the ECM and BPM.

For its new business process and workflow projects the Bank requires integrating a project manager as part of the internal bank projects team.

In addition, and to achieve specific projects, the project manager may be assisted by a system integration specialist and/or a developer to be provided by the tenderer and reporting to the Project Manager.

Lot 7: IT Technical Architect Profile

- **Enterprise architecture** The CEB IT Department has initiated an extension of its Mega Hopex platform to encompass enterprise architecture, in order to get a digital representation of its Information System, including applications, data flows, and infrastructure. This representation will enrich the existing mapping of business processes with the underlying applications systems. For this project, the Bank requires a technical architect to finalize the mapping.

Lot 8

➤ **Human capital management: Systems to support HR processes**

The Bank has implemented a recruitment application as the first component of a full HCM system. The application, delivered as a Software as a Service (SAAS), is part of Talentsoft's portfolio of applications. The HR department needs to improve system appropriation before continuing implementation of its other requirements.

For its HR projects, including an extension of its HCM, the Bank requires integrating a project manager as part of the internal bank projects team.

1.4. Quantity or Scope of the contract

For each lot, the contract with the CEB will be for 3 years.

It will include the provision of a Project Manager for that period of time, according to the requirements indicated in the technical document, and other experts, depending on the development of each project, with the option to extend for an additional duration and amount, up to the duration and amount of the original contract if additional services or new needs are identified upon completion of the assignment, at the discretion of the CEB.

1.5. Foreseeable minimum workload per lot

Lot	Title	Role 1	Days per year	Duration Years	Total Days
1	IFRS9	Proj Mgr	220	3	660
2	ALM	Proj Mgr	220	3	660
3	MDM	Proj Mgr	220 ¹	3	440
4	BI	Proj Mgr	110	3	330
5	ECM	Proj Mgr	220	3	660
6	BPM	Proj Mgr	220	3	660
7	IT Architect	Architect	110	3	330
8	HCM	Proj Mgr	55	3	165

1.6. Provisional timetable

OJEU Contract Notice	11 May 2016
Submission deadline for offers	2 June (Noon)*
Evaluation of offers (including experts' interviews)	3-20 June 2016
Notification of award	29 June 2016

¹ The Project Manager inputs will be only required (initially) for 2 years, although the contract duration is maintained for 3 years.

**all times are in the Paris time zone*

Article 2. Presentation, submission, conditions and content of the call for tenders

This call for tenders is open to all candidates as per the qualification criteria indicated in Article 3. For each lot, the CEB will carry out an evaluation of offers on the basis of the submitted offers with the aim of identifying the 3 best offers per lot. The three highest-ranking offers will be invited to participate in interviews where the offer and the profile of the expert proposed as project manager will be presented and discussed.

It is required that the individuals proposed by the companies as project managers be present at the interviews at CEB.

2.1. Presentation and submission conditions

Candidates' tenders reference **CEB ITP/P/2016/06** shall be submitted to the following platform <http://coebank.e-marchespublics.com>. The tender shall be presented within one single compressed zip file in attachment. Documents shall be presented under PDF, Word or Excel format. Delivery status notification will be returned to sender to acknowledge receipt of tender by the CEB.

Tenders that arrive after the deadline, along with tenders which fail to provide all the documents described in article 2.2. shall not be selected.

2.2. Content of the tender

The Applicant tenderer shall download the tender file from the electronic platform <http://coebank.e-marchespublics.com> and submit the following requested supporting information:

- a) A signed application letter accepting all elements of the tender as contractually binding;
- b) Companies interested in that tender need to demonstrate that they are not in one of the following situations:
 - Criminal convictions - tenderer and project manager plus support staff
 - Bankruptcy of the tenderer

Interested companies can use any means at their disposal to show that they are not in such situations, preferably court certifications on absence of criminal convictions and declarations or court certificates in relation to the absence of bankruptcy procedures against the company. If a company cannot obtain those certifications, it could be replaced by a sworn/solemn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in the country of establishment. CEB reserves the right to request certifications prior to the signature of the contract.

- c) Companies interested in that tender need to demonstrate that they fulfil the following criteria:
 1. **Human Resources** – companies must present evidence that the tenderer can provide personnel to perform the developer and integrator roles for each lot for which they are bidding as set out in the generic role profile at 15 days' notice.
 2. **Human Resources** – companies must provide a named Account Manager who must have authority to represent and make commitments on behalf of the tenderer in line with the contract.

3. **Financial standing** – companies must present evidence that the tenderer is unlikely to become bankrupt during the first three years of the agreement e.g. evidence that the tenderer can fund 3 months trading through reserves, credit facilities, monthly profit etc.
4. **Previous experience** – companies must have at least 2 examples of providing IT services (not just people) in the area of expertise relevant to the lot for which they are tendering. Examples must be drawn from the last 5 years, with a total value of at least 500,000 EUR and be supported by a satisfactory client reference.

Offers from bidders which fail to fulfil the above mentioned conditions will not be evaluated and will be returned to them.

d) The technical offer must include the following:

- Offer for one Project Manager for each lot for which they are tendering. For example, a tender for lots 1 and 2 would require a project manager for lot 1 and a different project manager for lot 2.
- Tenderers must offer CVs for the named individuals they are proposing for the project management roles. Project Managers will be evaluated on the basis of how closely they match the specified role profile. Evaluation will be based on the CV, an interview supported by a personality profile and an assessment of the quality of post award support available from the tenderer.
- Tenderers must provide evidence of being able to provide personnel to perform the developer and integrator roles as set out in the generic role profile at 15 days' notice. These roles are considered to be part of the support provided by the tenderer to the Project Manager and Bank and are not subject to separate evaluation. However, tenderers who cannot provide the integrator and developer will not be considered - see selection criteria.
- Tenderers must include in their tender details of the support the tenderer will provide to the seconded Project Manager to enable him/her to maximise his/her contribution to the lot to which he/she is appointed. The effectiveness of the support package offered will be evaluated.

e) Financial offer

The financial offer must include the cost of the Project Manager on the basis of a daily fee and for the entire duration of the initial duration of the mission and workload as indicated in the technical file.

In addition, the tenders shall indicate the fixed price offered for the man/days of developer and integrator according to the model profiles included in the technical file.

Those fixed prices/fees will be contractually binding for the entire duration of the contract, subject to revision based on the Syntec index as published on www.syntec.fr

Offers for fees must include all costs associated with the provision of the consultants to CEB. The cost of any element essential to the execution of the contract but not identified in the tender shall be borne by the tenderer.

Prices should be given in euros (EUR), taxes excluded.

The Contractor is solely and fully responsible for Value Added Tax (VAT) and any other applicable taxes, fees and duties charged on the Services. The Contractor shall determine on its only 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 Contractor shall not invoice or charge the CEB for any VAT, taxes, fees or duties, unless: (a) previously indicated in the Contractor's Proposal (Enclosure 2); 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 Contractor's Proposal (Enclosure 2) 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 Contractor 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. 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.

Offers from bidders which fail to demonstrate that they are not in the above mentioned situations will not be evaluated.

The documentary proof or statements may be in original or copy. If copies are submitted, the originals must be provided to the CEB upon request. Tenderers are reminded that the provision of false information in this tender procedure may lead to their exclusion from this tender procedure.

All certificates identifying the tenderer, including its name, address, registration number (SIRET number if French company), VAT registration number, legal form, fields of activity, professional insurance and any other documents which it may deem relevant;

The Applicant (in case of a joint application, each consortium member) shall provide the Statement of Integrity to be downloaded from the electronic platform <http://coebank.e-marchespublics.com> duly completed and signed.

The offers, all correspondence and documents related to the tender exchanged by the tenderer and the CEB must be written in English.

2.3. Additional information before the deadline for submission of tenders

Any potential bidders that would like to ask questions about this tender should do it through the platform: <http://coebank.e-marchespublics.com>.

Any questions related to this tender should arrive by **23 May 2016**. The CEB has no obligation to provide clarifications after this date. Questions that arrive later than this will not be answered. The CEB will provide answers to the questions received through the platform by **26 May 2016** at the latest.

2.4. Acceptance and rejection of tenders

The CEB reserves the right to accept or reject non-substantive defects that might affect tenders. The CEB will reject tenders received after the submission deadline, without any penalty or justification.

2.5. Limitation of the number of candidates

There is no limit to the number of candidates that can submit tenders. Nonetheless, the CEB will evaluate the technical offers for each lot and invite for interviews the 3 best ranked offers per lot.

2.6. Groupings

Groupings must collectively meet the administrative requirements of the tender. 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 spokesperson.

2.7. Modification or cancellation of the call for expressions of interest

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.

2.8. 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.

2.9. Confidentiality

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

Article 3. Award criteria

The contract for each lot will be awarded on the basis of an evaluation of quality and price using the contract award criteria identified in **Article 7** of the Instructions to bidders file.

The tender offering the best value for money will be selected using a 80/20 weighting distribution between technical quality and price as detailed in the **Evaluation Grid** attached to the tender file.

Article 4. Information to applicants

All candidates will be informed, whenever possible, of the result of their participation in this tender.