



TENDER RULES

This document, which is not contractually binding, sets out the main elements of the procedure: the tender procedure, the documents provided by the Council of Europe, the criteria for selecting one or more providers and the constituent elements of the offers.

It is strongly recommended that you read this document first, before starting working on your offer.

Appendix 1 provides general information on Council of Europe calls for tenders and contracts.

Object of the procurement procedure and / or project ►	Maintenance services, further development and website hosting of the European Heritage Days website.
Execution place / building ►	Website www.europeanheritagedays.com
Contract(s) number(s) ►	Click here to enter text
Buying entity ►	Council of Europe European Heritage Days programme
Type of contract (see Appendix 1) ►	Framework Contract
Purchase typology ►	IT
Deadline for sending questions (if applicable) ►	13/05/2025
Deadline for tendering ►	19/05/2025 Click here to enter text

CONTACTS* (contacts are strictly limited during the tender period)

Questions relating to the consultation or the project	call-tenders.jep@coe.int Subject: Questions - Call for EHD website hosting, maintenance and development
Tendering	By e-mail to call-tenders.jep@coe.int (the offer must be sent to this e-mail only: no cc or any other e-mails) Subject: Call for EHD website hosting, maintenance and development

*Your e-mail subject must include the **contract number** reference mentioned here above.

Identification of the contracting authority

THE SECRETARY GENERAL OF THE COUNCIL OF EUROPE

Avenue de l'Europe
67075 STRASBOURG Cedex

The Council of Europe is an international Organisation with 46 member States. The activities of the Organisation are governed by its Statute. Council of Europe procurements are governed by the Financial Regulations of the Organisation and by Rule 1395 of 20 June 2019 on the procurement procedures of the Council of Europe.

The Organisation enjoys privileges and immunities provided for in the General Agreement on Privileges and Immunities of the Council of Europe and the Special Agreement relating to the Seat of the Council of Europe ([link](#)).

In accordance with the Special Agreement relating to the Seat of the Council of Europe, French laws are, in principle, applicable within the premises, buildings and perimeters of the Seat of the Council of Europe. The Council of Europe has the right to issue regulations intended to facilitate, within its buildings and premises, the full exercise of its responsibilities.

1- Project description

Background of the Project

European Heritage Days is the joint programme of the Council of Europe and the European Union. Held from August to November each year, around 70 000 events celebrating shared European cultural heritage, take place in 48 different countries, attracting up to 20 million visitors. During this time, doors are opened to numerous monuments and sites, allowing Europe's citizens to enjoy free visits and learn about their shared cultural heritage encouraging them to become actively involved in the safeguard and enhancement of this heritage for present and future generations.

In order to raise awareness of these events, a website has been developed and used by thousands of diverse cultural communities around Europe. The website is hosted at the following URL www.europeanheritagedays.com

Currently the website hosts around 213587 events out of which 97 540 are archived. Archived content is available to users upon request.

Deliverables

1. Maintenance of the Website

The website has been developed using DRUPAL web content management system. The application is to be accessible 98% of time per month minimum. Investigation and feedback on issues or loss of service is expected within two working hours with a maximum 12 hours delay for trouble-fixing, Monday to Friday 09:00-17:00 CET.

The supplier will be requested to ensure the adaptive and corrective maintenance of the system and to ensure the evolution of the website when requested by the EHD Secretariat. The system should log the main activities performed in the front end and back end of the website to allow a fast diagnostic in case of incidents / bugs.

The back-end technical maintenance shall be carried out by the supplier through a management system which will enable the constant interaction with the European Heritage Days Secretariat.

The EHD team shall be able to track the progress of the problem resolutions at any time and shall have the possibility to refuse the proposed or implemented changes if they do not meet the initial needs. The supplier shall also be able to guarantee a manual testing of the application, to identify any possible pre-release issues.

The supplier shall guarantee the confidentiality of the information provided by the EHD team and is prevented from disclosing such information to third parties without the prior written agreement of the European Heritage Days team.

Testing

The testing environment must be identical to the production environment.

The testing is performed in a testing environment provided by the supplier, by a pool of selected users / testers following the same test plan / scenario used by the supplier. Once the tests are performed, the Secretariat can accept or reject the delivery. After acceptance and deployment in production, no more testing can be performed on the application. All the dysfunctions will be logged as incidents / problems / bugs and reported to the maintenance team to be fixed.

As part of the maintenance agreement, the contractor has the obligation to:

- Fix all the incidents linked to the normal use of the application
- Update / upgrade all the components of the application (modules, plugins, widgets, themes, core functionalities) and of the hosting environment (hosting platform, database, OS, third party components, etc.)

2. Further development of the website

The supplier will develop functionalities to the European Heritage Days website upon request from the Secretariat. The development will be provided on top of DRUPAL content management system.

The supplier shall be able to analyse the specific needs and propose solutions for the development of the functionalities.

The EHD Secretariat shall be able to track the progress of the development at any time and shall have the possibility to refuse the proposed or implemented changes, if they do not meet the initial needs. The supplier shall also be able to guarantee a manual testing of the application, to identify any possible pre-release issues.

The supplier shall guarantee the confidentiality of the information provided by the EHD team and is prevented from disclosing such information to third parties without the prior written agreement of the European Heritage Days team.

Throughout the duration of the Framework Contract, pre-selected Provider may be asked to:

- Redesign of the homepage to answer better the needs of two target groups: event organisers and events visitors.
- Develop a solution for new type of website user with different levels of authorisation
- Redesign existing and develop new dynamic pages with variety of functions such as embedding of videos, dropdown menus, content preview, etc
- Develop a screen scraping process for scraping of events from numerous external websites.

The above list is not considered exhaustive. The Council reserves the right to request deliverables not explicitly mentioned in the above list of expected services but related to the field of expertise object of the present Framework Contract for the lot concerned.

Testing

The supplier has the obligation to test the solution before submitting it for acceptance and shall submit a full test report for approval.

The Secretariat reserves the right to test the application before acceptance.

The testing environment must be identical to the production environment.

The testing is performed in a testing environment provided by the supplier, by a pool of selected users / testers following the same test plan / scenario used by the supplier. Once the tests are performed, the Secretariat can accept or reject the delivery. After acceptance and deployment in production, no more testing can be performed on the application. All the dysfunctions will be logged as incidents / problems / bugs and reported to the maintenance team to be fixed.

3. Website hosting and back-end technical management (lump sum for 12 months)

The supplier shall provide the hosting of the Portal and its database. The proposed solution should store the data, allow fast access to it, preserve the integrity, and allow regular backups of the data. The Portal should be hosted on a secure cloud solution, based in a Council of Europe member state. The hosting solution should be scaled to respond to current needs of the website, but also to anticipate the future growth of the system. Information about the current system: Database – 10 GB Files (PDF, Photos etc.) 83 GB Full back-up size: Database 10 GB, site 500 GB Number of files: 745874

2- Lots

Not applicable to this tender.

3- Selection criteria

The criteria are fully part of the tender process and cannot be changed after publication.

Exclusion criteria

By signing the Act of Engagement, the provider declares on its honor not being in any of the below situations¹:

Tenderers shall be excluded from participating in the tender procedure if they:

- a. have been sentenced by final judgment on one or more of the following charges: participation in a criminal organisation, corruption, fraud, money laundering, terrorist financing, terrorist offences or offences linked to terrorist activities, child labour or trafficking in human beings ;
- b. are in a situation of bankruptcy, liquidation, termination of activity, insolvency or arrangement with creditors or any like situation arising from a procedure of the same kind, or are subject to a procedure of the same kind;

¹ Council of Europe reserves the right to ask tenderers, at a later stage, to supply the following supporting documents:

- An extract from the record of convictions or failing that an equivalent document issued by the competent judicial or administrative authority of the country of incorporation, indicating that the first three and sixth requirements listed above under "exclusion criteria" are met;
- A certificate issued by the competent authority of the country of incorporation indicating that the fourth requirement is met.

- c. have received a judgment with res judicata force, finding an offence that affects their professional integrity or serious professional misconduct;
- d. do not comply with their obligations as regards payment of social security contributions, taxes and dues, according to the statutory provisions of their country of incorporation, establishment or residence;
- e. are an entity created to circumvent tax, social or other legal obligations (empty shell company), have ever created or are in the process of creation of such an entity;
- f. have been involved in mismanagement of the Council of Europe funds or public funds;
- g. are or appear to be in a situation of conflict of interest;
- h. are retired Council of Europe staff members or are staff members having benefitted from an early departure scheme;
- i. are currently employed, or were employed on the date of the launch of the procurement procedure, by the Council of Europe;
- j. have not fulfilled, in the previous three years, their contractual obligations in the performance of a contract concluded with the Council of Europe leading to a total or partial refusal of payment and/or termination of the contract by the Council of Europe
- k. are subject to restrictive measures applied by the United Nations Security Council or the European Union. In the case of legal persons, the restrictive measures imposed on the tenderer's owner(s) or executives will also exclude the tenderer from participating in this tender procedure.

Eligibility criteria

Tenderers shall demonstrate that they fulfil the following criteria (to be assessed on the basis of **all supporting documents listed below**):

Eligibility criteria	Supporting document to be provided
Minimum of 5 years of experience in the field of maintenance and development of websites in Drupal	References / Customers reports / Websites developed
Tenderer must demonstrate a sufficient number of qualified staff (project manager, backend senior web developer, frontend web developer, UX designer), a full backup team, experience in Agile scrum management framework and the necessary infrastructure for delivering the service	Copy of CVs of all the team supposed to work on the project. Description of the company's infrastructure.

Award criteria

Only complete eligible tenders will be assessed by the Council of Europe, taking into account the following criteria:

Award criteria	Weight in points (out of 100 in total)
Financial criterion	30
Technical/quality criterion	70
- Demonstrated experience in the field of website development for similar types of websites	25

- Capacity to deliver the service within the requested time frame, price and quality	25
- Human resources available for carrying out assignments and repair incidents in short delays	20
Total	100

4- Specific information on this call for tenders

SITE VISIT			
	Is a site visit mandatory?	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
<input type="checkbox"/>	A common visit is foreseen on: dd/mm/yyyy		
<input type="checkbox"/>	Individual visits are organised: please contact call-tenders.jep@coe.int Deadline for visits: dd/mm/yyyy		
<input checked="" type="checkbox"/>	If there is <u>no mandatory visit</u>, can the provider request an individual visit?	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
	If yes , the Provider contacts call-tenders.jep@coe.int to arrange a date.		

CONTENT OF THE CALL FOR TENDERS* (would a Tenderer disagree with contractual clauses, its offer must include a detailed explanatory document – the Council of Europe reserves the right to reject the request).	
<input checked="" type="checkbox"/>	Act of Engagement (AE)
<input checked="" type="checkbox"/>	Specific Contractual Conditions (SCC)
<input type="checkbox"/>	Technical Specifications (TS)
<input checked="" type="checkbox"/>	Supplementary General Conditions (SGC)
<input checked="" type="checkbox"/>	General Conditions (GC)
<input type="checkbox"/>	Financial Appendix(es) (All-inclusive prices, Price per units, ...)
<input type="checkbox"/>	Other : xxx
<input checked="" type="checkbox"/>	Tender Rules (TR)

* By submitting its offer, the provider fully accepts the conditions governing this call for tenders.

5- Composition of the offer

The Tenderer undertakes that its offer includes **all the documents selected below**, as well as any other documents it deems necessary for the understanding and analysis of its tender.

If any of the documents listed below are missing, the Council of Europe reserves the right to reject the tender.

DOCUMENTS TO BE PROVIDED	
<input checked="" type="checkbox"/>	Completed and signed copy of the Act of Engagement (AE) ²
<input type="checkbox"/>	Completed and signed Financial Appendix(es) (All-inclusive price, Price per unit, ...)
<input type="checkbox"/>	Other : xxx
<input checked="" type="checkbox"/>	Document(s) required to meet the eligibility criteria
<input checked="" type="checkbox"/>	Any document helping the assessment of the award criteria by the Council of Europe
<input type="checkbox"/>	Any document helping the understanding of the tender by the Council of Europe

By signing the Act of Engagement, the tenderer declares that they are fully acquainted with and accepts all the information and administrative and technical documents relating to the contract and to providing the services and works.

² The Act of Engagement must be completed, signed manually and scanned in its entirety (i.e. including all the pages) or signed electronically (certified signature).

Appendix 1 – General information

Typical composition, in order of prevalence, of a Council of Europe call for tenders (each tender being different, the documents may vary from one procedure to another)

Document	Description	Contractual ?
Act of Engagement (AE)	The future contract, completed by the provider for submitting and committing to its offer.	Yes
Specific Contractual Conditions (SCC)	Regroups the special conditions of the contract: additional penalties, price revision, duration, etc.	Yes
Technical specifications (TS)	Detailed description of what is expected during the execution of the contract. Without TS (for less complex contracts), the requirement is described directly in the Act of Engagement (Section 1). In this case, the provider might be invited to submit a detailed offer in its tender.	Yes
Supplementary General Conditions (SGC)	Details all the contractual conditions according to the type of contract (IT, works, etc.). The SCC complete and detail these Conditions.	Yes
General Conditions (GC)	The Council of Europe's procurement general conditions that apply to all contracts (link).	Yes
Financial Appendices	Refer to the expected needs of the Council of Europe (TS, ...) to collect financial offers from bidders.	Yes
Other	Planning, plans, diagrams, photos... any document provided by the Council to better specify its needs.	Yes
Tender Rules (TR)	The present document providing details of the procedure (deadlines, visits, questions/answers, submission of bids), the Council's expectations regarding bidders and the selection criteria.	No

The different forms of contracts at the Council of Europe and how they work

Form of the contract (with or without lots)	Description	Number of steps
One-off contract	A contract covering the needs of a specific activity or project, all of which is ordered in full at the time of the signature. Regarding lots, each lot is subject of a single separate contract.	1
Framework contract with Purchase Orders	At the end of the call for tenders, a framework contract lists the prices offered by selected provider(s) for a set of services (Price per units). The Council issues, at a 2 nd step, Purchase Orders according to its needs.	2
Mixed contract	It's a contract that includes both All-inclusive prices and Price per units for on-demand services (with Purchase Orders).	1 or 2
Framework agreement with subsequent contracts	At the end of the call for tenders, a group of providers is selected for a specific sector. In a 2 nd step, and depending on its needs, the Council organises competitive procedures (also known as call-off) with the selected providers only.	2

Framework contracts: additional information

Particularity	Description	Where ?
Multiple or Single provider(s)	The Council of Europe informs candidates whether the future contract will be awarded to one or more providers.	SCC

Pooling or Ranking :	If the Framework Contract is a Multiple Framework Contract, the Council of Europe will indicate to the candidates how future Purchase Orders will be awarded.	SCC
Pooling	Based on the criteria (eligibility, award), the Council of Europe contracts with a given number of providers (a maximum is indicated in the call for tenders) and awards its Purchase Orders to the one offering the best value for money for each need.	
Ranking	Based on the criteria (eligibility, award), the Council of Europe ranks the bids and contracts with a given number of providers (a maximum is indicated in the call for tenders). Purchase Orders are awarded to the highest-ranked bidder. In the event of a incapacity to deliver, the Purchase Order is transferred to the next ranked bidder.	

A typical tender procedure

Steps		Description	Who ?
1	Publication	The call for tenders and all necessary documents are sent to the candidates by e-mail.	Council of Europe
2	Questions / Answers	Candidates can send their questions in case of doubts, to the e-mail (and before the deadline) indicated on page 1 of this Tender Rules. The answers provided by the Council will be send to all the candidates by mail	Candidate, then Council of Europe
3	Mandatory visits (or not)	The Council of Europe can arrange visits to provide additional information to providers. Providers shall confirm their wish to visit the site by e-mail according to Article 4. In the event of a mandatory visit, offers from candidates who haven't done the visit will be excluded .	Candidate
4	Submission of offers	All the required documents must be sent to the e-mail specified on page 1 of this Tender Rules, before the deadline . <i>Please note: the Council of Europe may change or clarify some documents during the tendering process. Tenderers are therefore strongly advised to check the MyCloud link, before submitting their tender, in order to double-check if any modification / clarification has been made by The Council.</i>	Candidate
5	Opening and analysis of tenders	Tenders are assessed and classified according to eligibility and award criteria.	Council of Europe
6	Clarification and/or negotiation phase(s)	<i>Optional:</i> one or more discussion phases may be requested by the Council of Europe. Depending on its needs, the Council of Europe may request a clarification and/or negotiation phase, regardless the type of call for tenders (according to Article 20 of Rule 1395).	Council of Europe
7	Award	All tenderers are informed of the Council of Europe's award decision.	Council of Europe

How to submit an offer?

Steps	Description	Where ?
1	Read all the documents provided with the call for tenders.	Tender documents

2	Take into consideration the eligibility and award criteria: they will be used to assess your offer.	TR
3	Complete the Act of Engagement and the Financial Appendix (if any). Unless otherwise specified, variants are authorised. However, it is mandatory to respond to the basic offer.	AE+ Financial Appendix
4	Add all the documents requested by the Council of Europe	TR
5	Send your offer <u>only</u> to the e-mail address specified on page 1 of this Tender Rules, before the deadline . Tenders submitted to another e-mail account as well as tenders submitted after the deadline will be excluded.	TR