

Contract No. ►	BH5237/2026/28
Project ID / Sector ►	ID 3125
Council of Europe contact point ►	HRM3.SERBIA@COE.INT

ACT OF ENGAGEMENT

(Competitive bidding procedure / One-off contract)

This Act of Engagement lays down the terms and conditions of the contract between the Provider, as described below, and the Council of Europe¹ for the provision of consultancy services related to strengthening quality control and standardisation of professional development in public administration in the Republic of Serbia, within the framework of the project "Human Resources Management in Local Self-Government - phase 3".

The signature of this Act of Engagement by the tenderer alone shall not constitute or imply any sort of contractual commitment on the part of the Council of Europe. This Act shall become contractually binding only **upon signature by a Council of Europe representative** (see Section B).

Tenderers shall:

1. Fill in the below sections **Contact details of the Provider** and **Bank details**. Ensure that the "Name" of the Provider and the "Account holder" are the same.
2. Fill in the column "Fees" of the table of fees (See Section A);
3. **Sign** the Act of Engagement (See Section B) and send a scanned copy to the Council, together with the other supporting documents (if any – see Tender File).

Provider information	Legal personality ² ►	☐ Natural person	☐ Legal person	☐ Consortium
	Name and address ³ ►			
	Consortium's coordinator (for consortia only) ⁴ ►			
	Representative (for legal persons only) ►			
	Contact person ►			
	VAT n° (if any) ►			
	Country and registration n° (if any) ►			
	Email (Contact person) ►			
	Phone number (Contact person) ►			

¹ Which has its seat Avenue de l'Europe, 67075 Strasbourg Cedex, France

² The Council of Europe reserves the right to request documentary evidence.

³ **In case of the bidder being a consortium, please list all consortium members.**

⁴ **In case of the bidder being a consortium, this field – as well as all remaining fields in this table – must include information concerning the coordinator only.**

Bank details	Account holder ⁵ ▶			
	IBAN n° (if available) ▶		Full bank account n° (for non-IBAN countries only) ▶	
	Bank name and Branch ▶		BIC/SWIFT Code ▶	
	Bank Address ▶		Account currency ⁶ ▶	

⁵ **The name of the provider and the name of the account holder must coincide. In case of the bidder being a consortium, the name of the consortium's coordinator and the name of the account holder must coincide.**

⁶ The bidder ensures that the indicated bank account can receive payments in the currency of the contract.

A. Terms of reference / Table of fees

The Council of Europe is currently implementing a Project on "Human Resources Management in Local Self-Government - phase 3". In that context, it is looking for a Provider to provide consultancy services related to strengthening quality control and standardisation of professional development in public administration in the Republic of Serbia, for the Ministry for Public Administration and Local Self-Government.

Prices indicated below are final and not subject to review, throughout the duration of the contract.

Prices are indicated in Euros or RSD without VAT. For the VAT regime to be mentioned on the invoice(s), please refer to Article 4.2 of the Legal Conditions (See Section C. below).

For the VAT regime to be mentioned on the invoice, please refer to Section B below.

The Provider shall indicate its proposed fee(s) in the box(es) below.

Deliverables ▼	Deadline for delivery ▼	Fees ▼
Inception Package The consultant shall prepare: - Detailed Activity Plan and timeline; - Methodological approach, including criteria for comparative analysis; - Structure (Table of Contents) of the Study; - List of selected countries / practices to be analysed (min. 6), ensuring relevance to public administration systems and applicability at local level;	9/10/2026	
Desk Research and Comparative Analysis of International Practices This includes: - Review relevant Council of Europe standards concerning good democratic governance, capacity and human resource management, in particular CM/Rec(2023)5, CM(2023)96, CM/Rec(2007)12 and the Human Resources and Performance Management toolkits. - Identification of best models and European practices in quality control of professional development; - Description of quality control systems, including governance, organisational structures and regulatory frameworks; - Identification of key successful mechanisms (governance, monitoring and evaluation, accreditation and verification of training programmes and trainers, quality assurance systems); - Identification of most effective models and practices, including those applicable at local level;	30/11/2026	
Analysis of the System in the Republic of Serbia and Gap Analysis This includes: - Mapping of current system (MPALSG, NAPA roles and oversight function); - Analyse the existing quality control system in professional development in public administration in the Republic of Serbia; - Assessment of existing mechanisms for monitoring, evaluation and quality assurance, including alignment with ISO 9001:2015 principles; - Identification of gaps and key challenges in the quality control system in professional development; - Identification of priority areas for improvement	25/12/2026	
Model for Strengthening Quality Control, Standardisation and ISO Roadmap The consultant shall:	25/1/2027	

- Propose a model for improving quality control and standardising processes in professional development in public administration in the Republic of Serbia; - Propose standards and process standardisation across all phases of the professional development cycle; - Define institutional roles and responsibilities, including the control and oversight function of MPALSG; - Propose standards for quality control; - Identify and propose effective quality control mechanisms and tools (including monitoring, reporting and compliance mechanisms); - Present a Roadmap for the certification of MPALSG (step-by-step plan) for the introduction of ISO 9001:2015, including indicative financial implications; - Provide recommendations for strengthening the institutional control function (taking into account digital tools, e.g. a centralised reporting platform linking MPALSG, NAPA and local self-government units, as well as AI tools, and proposals for new KPIs);		
Final Comparative Study Includes: - Draft report integrating all previous elements; - Presentation of the draft report to MPALSG; - Final version incorporating comments from MPALSG; Note: All documents produced under this activity shall be submitted to the Council of Europe in draft and final versions, in Serbian accompanied by a summary in English, and shall be considered accepted only upon receiving a positive opinion from the competent ministry and the Ministry of Public Administration and Local Self-Government (MPALSG) and shall reflect relevant Council of Europe standards and recommendations.	15/2/2027	
Summary report - Prepare a summary report as a consolidated output by the consultant, outlining the work carried out under the assignment. The report should include a brief description of the activities implemented, key findings or insights, challenges encountered, and recommendations for further action (if applicable). The report should also assess the extent to which the objectives of the assignment have been met.	22/2/2027	
TOTAL ►		

B. Declaration of Agreement and Signature

I, the undersigned, acting on my own behalf or as a representative of the Provider indicated below, hereby:

- declare having the authority to represent the Provider;
- declare that the information provided to the Council under this procedure is complete, correct and truthful.
- acknowledge, in signing this document, that I have been notified that if any of the statements made or information provided prove to be false, the Council reserves the right to exclude the tender concerned from the procedure or to terminate any existing contractual relations related to the latter;
- express consent to any audit, verification, or investigative process that the Council, or its Donors, may initiate by any means on the information provided under this procedure;
- declare that neither I, nor the Provider I represent, are in any of the situations listed in the exclusion criteria as reproduced in the Tender File;
- declare that I have been notified and understand that a conflict of interests arises where any person under this Agreement has a personal interest which is such as to influence, or appear to influence, the impartial and objective exercise of their responsibilities under this procedure. A personal interest includes any advantage to themselves, their relatives or personal relationships (including based on political or national affinity), business or financial interests or any other interest shared with another party. I hereby declare that neither I, nor the Provider I represent, are in a situation of an actual, perceived or potential conflict of interests, as defined above, in relation to this procedure or that all of my personal interests, or those of the Provider I represent, have been fully disclosed in a separate document submitted with my tender;
- declare that I am not a retired Council of Europe staff member or a Council of Europe staff member having benefitted from an early departure scheme;
- declare that I am currently not employed by the Council of Europe and was not employed by the Council of Europe on the date of the launch of the procurement procedure;
- [declare that, in the previous three years, neither I, nor the Provider I represent, have failed to fulfil the 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;]
- declare (where applicable) that I am the only owner of the moral rights in any creations of the company under my sole proprietorship or equivalent and that I am individually liable for all obligations undertaken under this contract by me or by the company under my sole proprietorship or equivalent;
- undertake to update the Council with significant information changes within a reasonable time. Significant information changes include, but are not limited to change of legal status, ownership, name and address, loss of licence of registration, filing bankruptcy, suspension or debarment by any national or local governmental agency or assimilated, inclusion in the lists of persons or entities subject to restrictive measures applied by the United Nations Security Council or the European Union;
- accept without any derogation all the terms of the Legal Conditions as reproduced in the present document and understand that its signature **shall constitute signature of the contract** with the Council subject to the selection of the tender by the Council and the signature of this Act by a representative of the Council.

Fill in and sign this part and send a scanned copy of the document to the Council, together with the other supporting documents (See Tender File).

For the Provider ▼		For the Council of Europe ▼ On behalf of the Secretary General of the Council of Europe	
Signature(s)	Signatory(ies) ⁷ (Name, Function and Entity) ►	Acting HoO, Evgenia GIAKOUMOPOULOU	
	Provider ►	% of advance payment accepted ► X	
	Place of signature ►	Place of signature ► In	
	Date of signature ►	Date of signature ► ____ / ____ / ____	

⁷ In case of the bidder being a consortium, indicate one signatory for each consortium member.

	Signature(s) ⁸ ▶	
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Signature▶	
PO Number ▶	
FIMS Number ▶	

⁸ In case of the bidder being a consortium, the field "Signature" must include the signatures of all consortium members.

INVOICING (This part is reserved for the Council of Europe)	
Invoicing Address ►	Council of Europe, Spanskih boraca 3, 11070 Novi Beograd, Srbija
☐	The invoice shall indicate prices net fixed amount .
☐	The invoice shall be established excluding tax .
☐	The invoice shall be established excluding tax, the following shall appear on the pro-forma invoice and on the final invoice: According to Article 2 b) of Directive 2001/115/EC: "Intra-Community service/sale to an exempted organisation: Articles 143 and 151 of Directive 2006/112/EC." The Council of Europe shall provide a VAT exemption certificate to the service provider/supplier with each order. The exemption certificate should be retained by the Provider/Supplier and presented to the relevant tax authorities to justify tax-free invoicing. In case the Council of Europe is not in a position to provide the said certificate, the invoice shall be established including all taxes.
☐	The invoice shall be established including all taxes. The invoice shall indicate the total amount without taxes, the rate and the amount of the VAT and the total amount 'including all taxes'. For services physically carried out in France, providers who do not have a French VAT number must register with the French Fiscal Authorities: Directorate for non-resident tax / sie.entreprises-etrangeres@dgfip.finances.gouv.fr / 10, rue du Centre / 93465 Noisy-le-Grand Cedex / + 33 (0)1 57 33 85 00; Or, depending on the provider, Providers without a French VAT number are required to register for VAT purposes at the VAT One Stop Shop (VAT OSS) of their choice. The invoice shall indicate the total amount without taxes, the rate and the amount of the VAT and the total amount 'including all taxes'. The invoice shall also stipulate the following statement: "French VAT collected by the Provider and paid to the One-Stop shop in [Address/Country] under the OSS identification number [No. XX]".
Comments	
The Provider shall invoice the Council as indicated above. For any question, please contact the contact point of this contract. For aspects other than VAT, the invoice shall conform to the applicable legislation. Unless agreed otherwise between the parties, the invoice shall be in the currency specified in the table of fees (See Section A).	

C. Legal Conditions

ARTICLE 1 – GENERAL PROVISIONS

- 1.1 The Provider undertakes, on the conditions and in the manner laid down by common agreement hereafter excluding any accessory verbal agreement, to provide the list of Deliverables reproduced in the Terms of reference (see Section A above) related to the present contract and in the tender submitted by the Provider.
- 1.2 The present contract is composed, by order of precedence, of:
 - a) the Act of Engagement, in its entirety (cover page, Sections A and B and the present Legal Conditions);
 - b) the Terms of reference; and
 - c) the tender submitted by the provider.
- 1.3 Any general purchasing terms and conditions of the Provider shall never prevail over these legal conditions. Any provision proffered by the Provider in its documents (general conditions or correspondence) conflicting with the clauses of these legal conditions shall be deemed void, except for any clauses which may be more favourable to the Council.
- 1.4 For the purposes of this Contract:
 - a) "Contract" shall refer to the documents described in 1.2, above;
 - b) "Council" shall mean the Council of Europe;
 - c) "Deliverables" shall mean the services or goods as described in the Terms of reference;
 - d) "Parties" shall mean the Council and the Provider;
 - e) "Provider" shall mean the legal or physical person selected by the Council for the provision of the Deliverables. This person may equally be referred to as the "Service Provider" or the "Consultant".

ARTICLE 2 – DURATION

The contract is concluded until complete execution of the obligations of the parties and takes effect as from the date of its signature by both parties. The services shall be executed in accordance with the timeframe indicated in the Terms of reference or, by default, as agreed in any prior correspondence.

ARTICLE 3 – OBLIGATIONS OF THE PROVIDER

3.1 General obligations

- 3.1.1. The Provider bears sole responsibility for all the decisions made and the human, technical, logistic and material resources used in the context of the Contract in order to provide the Deliverables, with due respect for the Council of Europe's needs and constraints, as contractually defined.
- 3.1.2. The Provider recognises that it is subject to a general obligation to provide advice, including, but not limited to, an obligation to provide any relevant information or recommendations to the Council. In this context, the Provider shall supply to the Council all the advice, warnings and recommendations necessary particularly in terms of quality of Deliverables, security and compliance with professional standards. The Provider also undertakes to inform the Council as soon as it becomes aware, during the execution of the Contract, of any initiatives and/or adopted laws and regulations, policies, strategies or action plans or any other development related to the object of the Contract.

3.2 Intellectual services

- 3.2.1. The provisions of Articles 3.2.2 to 3.2.10 shall apply insofar as the contract concerns the provision of intellectual services.
- 3.2.2. Unless agreed otherwise by the Parties, any written documents prepared by the Provider under the contract shall be written in English and produced on a word processing file. In case the Parties agree that a written document shall be prepared in a language other than English or French, a summary in English or French shall be included in the said document.
- 3.2.3. Unless agreed otherwise by the Parties, all written documents of more than 1,500 words shall be preceded or accompanied by a text summarising the subject and main conclusions and shall not, unless specifically required, exceed 5,000 words.
- 3.2.4. The Provider guarantees that the Deliverables conform to the highest academic standards.
- 3.2.5. The Provider cedes irrevocably and exclusively to the Council throughout the entire world and for the entire period of copyright protection, all rights on the Deliverable(s) produced as a result of the execution of the present contract. Such rights shall include in particular the right to use, reproduce, represent, publish, adapt, translate and distribute – or to have used, reproduced, represented, published, adapted, translated and distributed - in any country, in any language, in any form and on any kind of support, including on a CD-ROM or the Internet, the said Deliverables, or any part thereof.
- 3.2.6. The Provider guarantees that use by the Council of the Deliverable(s) produced as a result of the execution of the present contract will not infringe the rights of third parties. However, should the Council incur liability as the result of any such infringement; the Provider will compensate it in full for any damage it may suffer in consequence.
- 3.2.7. Notwithstanding the provision in Article 3.2.5 above, the Council may, on prior application by the Provider, authorise the Provider to use the Deliverable(s) referred to above. When giving the Provider such authority, the Council will inform the Provider of any conditions to which such use may be subject.
- 3.2.8. Any intellectual property rights of the Provider over methods, knowledge and information which are in existence at the date of the conclusion of the Contract and which are comprised in or necessary for or arising from the performance of the Contract shall remain the property of the Provider. However, in consideration of the fees payable pursuant to the Contract the Provider hereby grants the Council a non-exclusive and free licence for the entire world and for the entire period of protection by the applicable intellectual property rights law for the use of such methods, knowledge and information insofar as they are an integral part of the Deliverable(s).
- 3.2.9. If the Deliverable(s) result(s) in the provision of a training session, and provided the training materials are not the property of the Council, the Provider shall grant the participants in the training a non-exclusive licence for the entire world and for the entire period of protection by the applicable intellectual property rights law for their own professional use of those training materials.

3.3 Health and social insurance of the Provider or its employees

The Provider shall undertake all necessary measures to arrange for health and social insurance during the entire contract. The Provider acknowledges and accepts in this regard that the Council shall not assume any responsibility for any health and social risks concerning illness, maternity or accident which might occur during the performance of work under the contract.

3.4 Fiscal obligations

The Provider undertakes to inform the Council about any change of its status with regard to VAT, to observe all applicable rules and to comply with its fiscal obligations in:

- a) submitting a request for payment, or an invoice, to the Council in conformity with the applicable legislation;
- b) declaring all fees received from the Council for tax purposes as required in his/her/its country of fiscal residence.

3.5 Loyalty and confidentiality

- 3.5.1. In the performance of the present contract, the Provider will not seek or accept instructions from any government or any authority external to the Council. The Provider undertakes to comply with the Council's directives for the completion of the Deliverables and to refrain from any word or act that may be construed as committing the Council.
- 3.5.2. The Provider shall observe the utmost discretion in all matters concerning the contract, and particularly any matters or data that have been or are to be recorded that come to the Provider's attention in the performance of the contract. Unless obliged to do so under the terms of the contract, or expressly authorised to do so by the Secretary General of the Council, the Provider shall refrain at all times from communicating to any person, legal entity, government or authority external to the Council any information which has not been made public and which has come to the Provider's notice as a result of dealings with the Council. Nor shall the Provider seek to gain private benefit from such information. Neither the expiry of the contract nor its termination by the Council shall lift these obligations.

3.6 Disclosure of the terms of the contract

- 3.6.1. The Provider is informed and gives an authorisation of disclosure of all relevant terms of the contract, including identity and price, for the purposes of internal and external audit and to the Committee of Ministers and to the Parliamentary Assembly of the Council with a view to these latter discharging their statutory functions, as well as for the purpose of meeting the publication and transparency requirements of the Council of Europe or its donors. The Provider authorises the publication, in any form and medium, including the websites of the Council of Europe or its donors, of the title of the contract/projects, the nature and purpose of the contract/projects, name and locality of the Provider and amount of the contract/project.
- 3.6.2. Whenever appropriate, specific confidentiality measures shall be taken by the Council to preserve the vital interests of the Provider.

3.7 Use of the Council of Europe's name

The Provider shall not use the Council's name, flag or logo without prior authorisation of the Council.

3.8 Data Protection

- 3.8.1. Without prejudice to the other provisions of this contract, the Parties undertake, in the execution of this contract, to comply at all times with the legislation applicable to each of them concerning the processing of personal data.
- 3.8.2. Where the Provider, pursuant to its obligations under this contract, processes personal data on behalf of the Council, it shall:
 - i. Process personal data only in accordance with written instructions from the Council;
 - ii. Process personal data only to the extent and in such manner as is necessary for the execution of the contract, or as otherwise notified by the Council;
 - iii. Implement appropriate technological measures to protect personal data against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful processing, accidental loss, destruction, or damage while having regard to the nature of the personal data which is to be protected;
 - iv. Take reasonable steps to ensure the reliability of the Provider's employees having access to the personal data and to ensure that they have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality and thus agree to comply with the data protection obligations set out in this contract;
 - v. Obtain written consent from the Council prior to any transfer of possession or responsibility for the personal data to any subcontractors. If the Council chooses to authorise subcontracting, the same data protection obligations as set out in this contract shall be imposed on the subcontractor by way of a contract. The Provider shall remain fully liable to the Council for the performance of that subcontractor's obligations.
 - vi. Notify the Council within five working days if it receives:
 - a. a request from a data subject to have access (including rectification, deletion and objection) to that person's personal data; or
 - b. a complaint or request related to the Council's obligations to comply with the data protection requirements.
 - vii. Provide the Council with full assistance in relation to any such request or complaint and assist the Council to fulfil its obligation to respond to the requests for rectification, deletion and objection, to provide information on data processing to data subjects and to notify personal data breaches;
 - viii. Allow for and contribute to checks and audits, including inspections, conducted or mandated by the Council or by any authorised third auditing person. The Provider shall immediately inform the Council of any audit not conducted or mandated by the Council;
 - ix. Not process nor transfer personal data outside the jurisdiction of a Council of Europe Member State without the prior authorisation of the Council and provided that an adequate level of protection is guaranteed by law or by ad hoc or approved standardised safeguards (such as binding corporate rules) in the jurisdiction of the recipient;
 - x. Make available to the Council all information necessary to demonstrate compliance with the obligations under the contract in connection with the processing of personal data and the rights of data subjects;
 - xi. Upon the Council's request, delete or return to the Council all personal data and any existing copies, unless the applicable law requires storage of the personal data.

3.9 Parallel Activities

Where the Provider is a natural person who is employed in parallel to this Contract, they hereby confirm that they:

- a) have been granted approval from their employer to perform paid services for the Council under this Contract, and/or

b) have been granted leave during the performance of their obligations under this Contract.

3.10 Other obligations

- 3.10.1. In the performance of the present contract, the Provider undertakes to comply with the applicable principles, rules and values of the Council, including – but not limited to – those laid down in the [Policy on Respect and Dignity in the Council of Europe](#), the [Speak-up Policy](#), the [Policy on the use of the Information System of the Council of Europe](#) and the [Code of Conduct](#). The Provider also undertakes to respect the applicable environmental legislation including multilateral environmental agreements, as well as internationally agreed core labour standards.
- 3.10.2. The Staff Regulations and the rules concerning temporary staff members shall not apply to the Provider.
- 3.10.3. Nothing in this contract may be construed as conferring on the Provider the capacity of a Council of Europe staff member or employee.
- 3.10.4. If the performance of the present contract requires access to the Council of Europe's premises or information system by the Provider's employees, the Service Provider undertakes to carry out a background check on the employees assigned to the Council of Europe in order to prevent and control risks to the security of the Council of Europe's staff, property and information. The Provider undertakes to provide only employees whose background does not demonstrate incompatibility with the performance of duties within the Council of Europe.

3.11 Archiving, access and financial checks

- 3.11.1 For a period of five (5) years from the expiry of this contract and in any case until any on-going audit, verification, appeal, litigation or pursuit of claim or investigation by the Council of Europe or, when applicable, by the European Anti-Fraud Office (OLAF) or the European Public Prosecutor's Office (EPPO), if notified to the Provider, has been disposed of, the Provider shall keep and make available all relevant financial information (originals or copies) related to this contract.
- 3.11.2 The Provider agrees that the European Commission, and/or any of its authorised representatives, and/or OLAF, and/or EPPO, and/or the European Court of Auditors may, in compliance with the specific mandates of each institution, carry out desk reviews, on-the-spot checks, inspections, or similar controls. To this end, the Provider shall, upon request, provide officials of these institutions with access to any information, documents, computerised data, as well as sites and premises related to the technical and financial management of activities financed under this contract. Any confidential information provided, pursuant to this provision, to the European Commission, OLAF, EPPO, the European Court of Auditors, or any other authorised representatives, shall be treated in accordance with EU confidentiality rules and legislation.

3.12 Prevention of SEA-H and reporting obligations

- 3.12.1 The Provider shall take all reasonable steps to prevent sexual exploitation and abuse and/or sexual harassment (hereinafter referred to 'SEA-H') and will respond appropriately when reports of SEA-H arise, in accordance with the legal framework applicable to it. When the Provider becomes aware of reasonable suspicions, complaints or reports of SEA-H in relation to the execution of this contract, it will, as appropriate under the legal framework applicable to it, take reasonable, swift and appropriate action to stop harm occurring, investigate and report to relevant authorities, as appropriate and when safe to do so, after considering the wishes of the victim/survivor.
- 3.12.2 The Provider shall promptly report to the Council all allegations of SEA-H, credible enough to warrant an investigation, that are directly related to the activities under this contract or would have a significant impact on the contractual relationship between the Provider and the Council. Upon request by the Council, the Provider shall provide all available information concerning such allegations, including information on the subsequent measures taken by the Provider. The Provider shall report and provide all available information in accordance with the legal framework applicable to it, in particular those on disclosure of information and confidentiality, with due care not to compromise the safety, security, privacy and due process rights of any concerned persons.
- 3.12.3 Any information or documentation provided in accordance with these provisions will be treated by the Council with the utmost discretion in order to ensure, inter alia, the probity of any investigation, protect sensitive information, ensure the safety and security of persons and respect the due process rights of all involved. The Council will presume information/documentation to be confidential, deliberative, and investigatory and will ensure that information/documentation provided to the Council will be available solely to those who strictly require access to such information/documentation according to its own regulations, rules and procedures. Any disclosure of such information/documentation beyond such personnel will require notification and consultation with the Provider. The Council will obtain the express written authorisation of the Provider before disclosing any such information/documentation in a judicial proceeding or to the public, unless disclosure is otherwise required by the regulations, rules and procedures applicable to the Council.

ARTICLE 4 – FEES, EXPENSES AND MODE OF PAYMENT

4.1 Fees

- 4.1.1. In return for the fulfilment by the Provider of its obligations under the contract, the Council undertakes to pay the Provider the fees as indicated in their offer, in the currency specified in the Table of fees.
- 4.1.2. Amounts are final and not subject to review.

4.2 VAT

- 4.2.1. Should the Provider not be subject to VAT, the amount invoiced shall be net fixed amount. Should the Provider be subject to VAT, the amount shall be invoiced as indicated in Articles 4.2.2 to 4.2.4.
- 4.2.2. Should the deliverables be taxable in France, the amount invoiced shall be VAT inclusive. For services physically carried out in France, providers who do not have a French VAT number must register with the French Fiscal Authorities: Directorate for non-resident tax / sie.entreprises-etrangeres@dgfip.finances.gouv.fr / 10, rue du Centre / 93465 Noisy-le-Grand Cedex / + 33 (0)1 57 33 85 00; or, depending on the provider, Providers without a French VAT number are required to register for VAT purposes at the VAT One Stop Shop (VAT OSS) of their choice. The invoice shall indicate the total amount without taxes, the rate and the amount of the VAT and the total amount 'including all taxes'. The invoice shall also stipulate the following statement: "French VAT collected by the Provider and paid to the One-Stop shop in [Address/Country] under the OSS identification number [No. XX]".

- 4.2.3. Should the deliverables be taxable in another EU country, and unless otherwise agreed between the Parties, the Council will provide the Provider with an exemption certificate prior to the signature of the contract. The exemption certificate sent by the Council of Europe should be retained by the Provider and presented to the relevant tax authorities to justify tax-free invoicing. In accordance with Article 2 b) of Council Directive 2001/115/EC, the following should be stated in the invoice: *"Intra-Community sale/service to an exempted organisation: Articles 143 and 151 of Council Directive 2006/112/EC"* and should indicate the final total amount excluding VAT. In case the CoE will not be in a position to provide the said certificate, the Council will pay the invoice with VAT included.
- 4.2.4. Should the deliverables be taxable in a non-EU country, the amount invoiced will not include VAT if the local (national) legislation allows for it, or if the Council of Europe enjoys tax exemption through other means in the country concerned. Otherwise, it shall include VAT.

4.3 Invoicing and payment

- 4.3.1. Upon acceptance of the deliverable[s] by the Council, the Provider shall submit an invoice or a request for payment in triplicate and in the currency specified in the Table of fees, in conformity with the applicable legislation.
- 4.3.2. Before accepting the Deliverable(s), the Council reserves the right to ask the Provider to submit any other document or information that may serve the purpose of establishing that the Contract has been duly executed.
- 4.3.3. In the case of event organisation, the Provider shall in any case submit any document that proves that the event took place, including but not limited to an attendance sheet broken down into half days specifying the location, date(s) and time(s) of the event(s) or activity(ies), to be individually signed by each participant and the Provider.
- 4.3.4. The payment for the Deliverables to be paid by the Council shall be made within 60 calendar days of submission of the invoice described in Article 4.3.1, subject to the submission of the Deliverable(s) described in the Terms of reference and its/their acceptance by the Council.
- 4.3.5. In cases where an advance payment is foreseen, it shall be paid within 60 calendar days upon signature of the contract.

4.4 Other expenses

- 4.4.1. In the event of the Provider being required to travel for the purposes of the contract, and provided the Terms of reference do not stipulate that the fees already include travel and subsistence expenses, the Council undertakes, subject to its prior agreement, to reimburse travel and subsistence allowances in compliance with the Council's applicable Revised rules concerning the reimbursement of travel and subsistence expenses to government experts and other persons travelling at the charge of Council of Europe budgets.⁹
- 4.4.2. Travel expenses referred to under 4.4.1 will be reimbursed on the basis of the rail fare (first class) or air fare (tourist class) upon presentation of an invoice on the letterhead of the relevant vouchers. Subsistence expenses (including travel expenses within the locality visited) will be reimbursed at the applicable daily rate.
- 4.4.3. In the event of the Provider being required to travel for the purposes of the contract, the duration of the Provider's travel and stays will be covered by an insurance policy with the insurers AIG EUROPE (Policy No. 9.502.001). A telephone helpline is available in case of emergency +32 2 739 9991 (EN) or +32 2 739 9990 (FR). The said insurance will cover specific risks related to travel and stay of the Provider (including medical costs related to unforeseen illness or accident, repatriation, death, cancellation of journey or flight, theft or loss of personal possessions). The insurance policy does not cover persons over 80 years of age.

4.5. DELAY IN IMPLEMENTATION

- 4.5.1. In the event of a delayed submission of the Deliverable(s), the Council of Europe shall, without formal notice and without prejudice to its other remedies under the contract, be entitled to liquidated damages calculated as follows:
- For the total contractual price of the delayed deliverable(s) up to EUR 5,000 (five thousand Euro), liquidated damages shall accrue at 1% (one percent) per day of delay.
 - For any portion of the contractual price of the delayed deliverable(s) above EUR 5,000 (five thousand Euro), liquidated damages shall accrue at 0.5% (zero-point five percent) per day of delay.
 - In all cases, the total liquidated damages for delay shall not exceed 10% (ten percent) of the contractual price of the delayed deliverable(s). If there is no separate price for the delayed deliverable(s), the amount shall be calculated on the total value of the order or the contract.
- 4.5.2. Without prejudice to any other rights or remedies under the contract, the Council of Europe may unilaterally deduct the amount of such liquidated damages from any payments due, or to become due, to the Provider.
- 4.5.3. The parties acknowledge and agree that the liquidated damages set forth herein represent a genuine pre-estimate of the loss likely to be suffered by the Council of Europe as a result of a delay and do not constitute a penalty.
- 4.5.4. In no event shall the aggregate of liquidated damages and any amounts withheld or claimed pursuant to Article 5 exceed the total contractual price of the relevant Deliverable(s) or, when applicable, the total value of the order or the contract.

ARTICLE 5 - BREACH OF CONTRACT

- 5.1. In the event that:
- the Provider does not satisfy the conditions laid down in this contract or those resulting from any modifications duly accepted in writing by both parties, in accordance with the provisions of Article 6 below; or
 - the Deliverables provided as referred to under Article 1.1 do not reach a satisfactory level; or
 - the Provider is in any of the situations listed in Article 11.2, or
 - any information provided by the Provider under the procurement procedure is found to be untruthful.
- the Council may consider there to have been a breach of contract and may consequently refuse to pay to the Provider the amounts referred to in Article 4.1 and Article 4.4 above.
- 5.2. In the cases described in paragraph 5.1 above, the Council reserves further, at any moment and further to prior notification to the Provider, the right to terminate the contract in all or in part. In case of termination, the Council shall pay only the amount corresponding to the deliverables actually and satisfactorily provided at the time of termination of the contract and shall request reimbursement of the sums already paid for Deliverables not provided. In case of partial

⁹ CM/Del/Dec(2010)1089/11.3 appendix 9 <https://rm.coe.int/rules-reimbursements-experts/1680a722b0>

termination, the obligations of the parties shall endure for all deliverables which are not subject of the notification of termination.

- 5.3. The outstanding sums shall be paid to the Council's bank account within 60 calendar days from the notification in writing by the Council to the Provider regarding the outstanding sums to be paid.

ARTICLE 6 - MODIFICATIONS

- 6.1. The provisions of this contract cannot be modified without the written agreement of both parties. This agreement may take the form of an exchange of emails provided it is done using the contact details specified in Article 8.
- 6.2. Any modification shall not affect elements of the contract which may distort the initial conditions of the tendering procedure or give rise to unequal treatment between the tenderers.
- 6.3. This contract may not be transferred, in full or in part, for money or free of charge, without the Council's prior authorisation in writing.
- 6.4. The Provider may not subcontract all or part of the Deliverables without the written authorisation of the Council. If authorised to subcontract by the Council, the Provider shall ensure compliance with all contractual conditions by all authorised subcontractors. The Provider shall remain fully liable to the Council for the performance of that subcontractor's obligations.

ARTICLE 7 - CASE OF FORCE MAJEURE

- 7.1. In the event of force majeure, the parties shall be released from the application of this contract without any financial compensation. Force majeure is defined as including the following: major weather problems, earthquake, strikes affecting air travel, attacks, a state of war, health risks or events that would require the Council or the Provider to cancel the contract.
- 7.2. In the event of such circumstances each party shall be required to notify the other party accordingly in writing, within a period of 7 calendar days.

ARTICLE 8 - COMMUNICATION BETWEEN THE PARTIES

- 8.1. The Contact point within the Council of Europe is indicated on the cover page of the Act of Engagement (See page 1 above).
- 8.2. The Provider can be reached through the means indicated in the Act of Engagement (see page 1 above).
- 8.3. Any communication is deemed to have been made when it is received by the receiving party, unless the Contract refers to the date when the communication was sent.
- 8.4. Electronic communication is deemed to have been received by the receiving party on the day of successful dispatch of that communication, provided that it is sent to the addressees listed in paragraphs 1 and 2 above. Dispatch shall be deemed unsuccessful if the sending party receives a message of non-delivery. In this case, the sending party shall immediately send again such communication to any of the other addresses listed in paragraphs 1 and 2 above. In case of unsuccessful dispatch, the sending party shall not be held in breach of its obligation to send such communication within a specified deadline, provided the communication is dispatched by another means of communication without further delay.
- 8.5. Mail sent to the Council using the postal services is considered to have been received by the Council on the date on which it is registered by the department identified in paragraph 1 above.
- 8.6. Formal notifications made by registered mail with return receipt or equivalent, or by equivalent electronic means, shall be considered to have been received by the receiving party on the date of receipt indicated on the return receipt or equivalent.

ARTICLE 9 –ACCEPTANCE

The provision of Deliverables referred to in this contract shall be the subject of a written acceptance procedure. If foreseen in the tender file, the deliverable has to be accompanied by the filled-out AI tool questionnaire. If acceptance is refused, the Council shall inform the Provider accordingly, giving reasons, and may set new modalities for the provision of the Deliverables. If acceptance is refused again, the Council may terminate the Contract in whole or in part without previous notice and without paying any financial compensation.

ARTICLE 10 – CONSORTIUM

- 10.1. The Providers have full responsibility for carrying out and complying with the terms of the contract.
- 10.2. The Providers are jointly and severally liable. If a Provider fails to implement its part of the contract, the other Providers become responsible for the carrying out of the Deliverables, unless the Council expressly relieves them of this obligation.
- 10.3. In case of breach of contract, where applicable, the Council will claim back the amounts paid but that were not due under the contract. The coordinator of the consortium is fully liable for repaying the debts of the consortium; even if it has not been the final recipient of those amounts.
- 10.4. The internal roles and responsibilities of the Providers are divided as follows:
- 10.4.1 The Providers must designate a coordinator.
- 10.4.2 Each Provider must:
- (i) inform the coordinator immediately of any events or circumstances likely to affect significantly or delay the performance of the contract, change in legal status or technical, organisational or ownership situation, circumstances affecting the award of the contract or compliance with the requirements of the contract;
 - (ii) submit to the coordinator in good time:
 - any other documents or information required by the Council under the contract, unless the contract requires the Provider to submit this information directly;
 - any information requested by the coordinator in order to verify the state of performance of the Deliverables under the contract, the proper implementation of the contract and compliance with the other obligations under the contract.
 - (iii) give the other Providers access to any pre-existing industrial and intellectual property rights needed for the performance of the contract and compliance with the obligations under the Agreement.
- 10.4.3 The coordinator must:
- (i) monitor that the Deliverables are carried out timely and properly, in accordance with the terms of the contract;

- (ii) act as the intermediary for all communications between the Providers and the Council (in particular, providing the Council with the information described in Article 10.4.2(ii) immediately), unless the agreed otherwise by the Parties;
- (iii) request and review any documents or information required by the Council and verify their completeness and correctness before passing them on to the Council;
- (iv) before starting performance of the contract, submit this list of pre-existing rights (Article 10.4.2(iii)) to the Council.
- (v) submit the Deliverables to the Council in accordance with the timing and terms of the contract;
- (vi) Payments shall be made by the Council to the coordinator. Payments to the coordinator shall discharge the Council from its payment obligation. The coordinator must ensure that the distribution of the payments between the Providers are made without unjustified delay.

The coordinator may not subcontract the above-mentioned tasks.

10.5. The Providers must have internal arrangements regarding their operation and co-ordination to ensure that the action is implemented properly. These internal arrangements must be set out in a written 'consortium agreement' between the beneficiaries, which may cover:

- internal organisation of the consortium;
- distribution of the Council payment(s);
- additional rules on rights and obligations related to pre-existing rights and results (including intellectual and industrial property rights), specifying the owner and persons that have a right of use;
- settlement of internal disputes;
- liability, indemnification and confidentiality arrangements between the Providers.

The consortium agreement must not contain any provision contrary to the contract.

ARTICLE 11 – CHANGES IN THE PROVIDER'S SITUATION OR STANDING

11.1 The Provider shall inform the Council in writing without delay of any changes in their address or legal domicile or in the address or legal domicile of the person who may represent them.

11.2 The Provider shall also inform the Council in writing without delay:

- a) if they are involved in a merger, takeover or change of ownership or there is a change in their legal status;
- b) where the Provider is a consortium or similar entity, if there is a change in membership or partnership.
- c) if they are 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;
- d) if they 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;
- e) if they have received a judgment with res judicata force, finding an offence that affects their professional integrity or serious professional misconduct;
- f) If they 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 legal domicile;
- g) If they are or are likely to be in a situation of an actual, perceived or potential conflict of interests;
- h) if they are or if their owner(s) or executive officer(s), in the case of legal persons, are included in the lists of persons or entities subject to restrictive measures applied by the United Nations Security Council or the European Union.

ARTICLE 12 – COOPERATION WITH INVESTIGATIVE PROCESSES

12.1 The Provider agrees:

- a) to fully cooperate with any investigative processes into suspected wrongdoing that might adversely affect the Council of Europe's interests undertaken by the Council in accordance with its legal framework; cooperation shall include but shall not be limited to providing immediate access to relevant documents and information as requested by the Council (in whatever form), participation of persons involved in the implementation of activities in interviews, providing immediate access to premises and tools used in the implementation of the contract, as well as any relevant products and/or outputs;
- b) to maintain the confidentiality of the proceedings, unless disclosure is required by law or authorised by the Council;
- c) to refrain from any retaliation against any individual who has reported in good faith, or is suspected of having reported, suspected wrongdoing affecting the Council's interests, as well as any person who has cooperated with an investigative process undertaken by the Council;

12.2 The Provider acknowledges and accepts that any failure to comply with the above-mentioned provisions or to otherwise respect the terms of the contract and/or other applicable standards set by the Council may result in adverse actions, as necessary, including but not limited to the termination of this Contract, recovery of funds, reporting to national or other authorities and/or stakeholders involved, and restrictions in terms of awarding other contracts.

ARTICLE 13 - DISPUTES

13.1 Any dispute regarding this Contract shall - failing a friendly settlement between the Parties - be submitted to arbitration.

13.2 The Arbitration Board shall be composed of two arbitrators each selected by one of the parties, and of a presiding arbitrator, appointed by the other two arbitrators; in the event of no presiding arbitrator being appointed under the above conditions within a period of six months, the President of the Tribunal Judiciaire of Strasbourg shall make the appointment.

13.3 Alternatively, the parties may submit the dispute for decision to a single arbitrator selected by them by common agreement or, failing such agreement, by the President of the Tribunal Judiciaire of Strasbourg.

13.4 The Board referred to in paragraph 2 of this Article or, where appropriate, the arbitrator referred to in paragraph 3 of this Article, shall determine the procedure to be followed.

13.5 If the parties do not agree upon the law applicable the Board or, where appropriate, the arbitrator shall decide ex aequo et bono having regard to the general principles of law and to commercial usage.

13.6 The arbitral decision shall be binding upon the parties and there shall be no appeal from it.