



# NATO STRATEGIC COMMUNICATIONS CENTRE OF EXCELLENCE

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## INVITATION TO TENDER “CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2019 CONFERENCE”

To be supplied to the NATO Strategic Communications Centre of Excellence (NATO StratCom COE)

<b>Revision</b>	Version 1
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<b>Issuer</b>	Ms Zane Stala
<b>Suppliers Response date</b>	13 May 2019 submitted via postal services (hard copy) to: NATO Strategic Communications Centre of Excellence, <i>Kalnciema Street 11 B, Riga, LV-1048</i> and via e-mail (electronic copy): <a href="mailto:cateringservices@stratcomcoe.org">cateringservices@stratcomcoe.org</a> by 10:00 Hrs



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### Invitation to Tender “CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2019 CONFERENCE”

You are kindly invited to submit a tender to provide catering services for the Riga StratCom Dialogue 2019 conference. The conference will take place 11 -12 June 2019.

By participating in this tender, you are indicating your acceptance to be bound by the guidelines set out in this letter. We provide below the key details of the NATO StratCom COE requirements, which you should take into account in your response. Please acknowledge via e-mail safe receipt of this letter within two working days together with your confirmation of your intention to tender.

To simplify exchange of information regarding this invitation to Tender (ITT) please nominate a Bid Manager and relevant contact phone and e-mail address.

Please direct any questions regarding the ITT content or process to the NATO StratCom COE Event Manager, Ms Zane Stala. You should not contact other NATO StratCom COE personnel unless directed to do so by the NATO StratCom COE representative. The NATO StratCom COE reserves the right to disqualify and reject proposals from suppliers who do not comply with these guidelines. All questions should be submitted in writing to the e-mail: [zane.stala@stratcomcoe.org](mailto:zane.stala@stratcomcoe.org).

As part of this tender process the NATO StratCom COE makes no obligations in any way to:

- (i) pay any supplier for and ITT response; or
- (ii) award the contract with the lowest price proposal or any bidder; or
- (iii) accept any ITT information received from suppliers; or
- (iv) include suppliers responding to this ITT, in any future invitations; or
- (v) any other commitment to suppliers whatsoever.

Looking forward receiving your response.

Yours Sincerely,  
Ms Zane Stala  
Event Manager, Framework Nation Support Branch  
E-mail address: [zane.stala@stratcomcoe.org](mailto:zane.stala@stratcomcoe.org).

Whilst care and attention has been exercised in the preparation of this document, it remains subject to contract and all warranties whether express or implied by statute, law or otherwise are hereby disclaimed and excluded.

These limitations are not intended to restrict continues business discussions between the NATO StratCom COE and suppliers.

Any proposal received by the NATO StratCom COE is subject to contract with the NATO StratCom COE.

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## **1. Introduction and Overview**

### **1.1. NATO StratCom COE Background**

1.1.1. The NATO StratCom COE, based in Riga, Latvia, contributes to the improved strategic communications capabilities within the Alliance and Allied nations. The NATO StratCom COE designs programmes to advance StratCom doctrine development and harmonisation, conducts research and experimentation to find practical solutions to existing challenges, identifies lessons from applied StratCom during operations, and enhances training and education efforts and interoperability.

### **1.2. Subject of the ITT**

1.2.1. Subject of this tender is to provide catering services for the Riga StratCom Dialogue 2019 conference lunches, coffee breaks and evening event with 350 international high-level guests. Conference will take place on 11 – 12 June 2019. The following sites will be used for the guest catering: Latvian Railway History Museum, Uzvaras bulvāris 2a, Riga, National Library of Latvia, Mūkusalas iela 3, Riga.

1.2.2. Menu provided for these evening events should include elements of Latvian national cuisine.

## **2. Requirements for the selection of the Bidders**

### **2.1. Overall requirements**

2.1.1. Bidder is registered in Commercial register or relevant register in other country (if applicable).

2.1.2. Bidder is registered in Food and Veterinary Service registers for supervising the companies of Latvian Republic or relevant register in other country with the rights to perform catering services.

2.1.3. The service provider has experience to perform catering services - experience in catering services for high level formal events in last year in at least 3 (three) events with not less than 400 (four hundred) participants each time, where the off-site catering services was provided.

### **2.2. Technical proposal requirements**

2.2.1. The proposal must be prepared in accordance with Annex 1 “Technical specification” defined task and implementation timeline.

### **2.3. Financial Proposal requirements**

2.3.1. The Proposal shall be submitted in euros (EUR), the financial form must be submitted accordingly the Annex 3 “Financial proposal” stated form.

2.3.2. The Proposal price is the total cost consideration for the purchase of the contract, including all applicable taxes except VAT, subject to the requirements of Technical specification. The price of the service shall include logistical expenses in connection with provided services.

### 3. Timetable

<b>General</b>	
Confirmation of receipt of this document	Email confirmation: <b>by 23:59hrs (Eastern European Time zone: UTC +02:00) 2 May 2019</b> for those suppliers who had made a previous expression of interest. New suppliers should email their intent to tender at the earliest opportunity.
Delivery time for submission	<b>13 May 2019 on 10:00 hrs</b>
Contract implementation date	<b>11– 12 June 2019</b>
Questions	Questions arising from this document should be given to Ms Zane Stala until <b>9 May 2019</b>
Full contact details	Ms Zane Stala, <a href="mailto:zane.stala@stratcomcoe.org">zane.stala@stratcomcoe.org</a> , +371 67335468

### 4. Respondent Instructions

4.1. This section provides detailed instructions to be followed in responding to this ITT. Included are Response Guidelines and the NATO StratCom COE Contact Information.

#### 4.2. Response Guidelines

4.2.1. The proposal should be submitted on Bidder Company’s official template submitted via postal services to:

*NATO Strategic Communications Centre of Excellence, Kalnciema iela 11 B, Riga, LV-1048,*  
not later than **13 May 2019 10:00 hrs**.

4.2.2. Electronic copy of the proposal should be provided to: [cateringservices@stratcomcoe.org](mailto:cateringservices@stratcomcoe.org)  
not later than **13 MAY 2019 10:00 hrs**.

4.2.3. Proposal should consist of the following documents:

4.2.3.1. The documental evidence of experience – the list of provided catering services in accordance with Annex 2 “List of provided off-site catering services” as stated ITT point 2.1.3.

4.2.3.2. Menu and concept proposal in accordance to Annex 1 “Technical specification”.

4.2.3.3. Financial proposal in accordance with Annex 3 “Financial proposal”.

4.2.3.3.1. Bidders shall use this [financial proposal form as guideline](#) and can modify and add columns and rows as they see fit.

4.2.3.3.2. In the Financial proposal, the Bidder shall specify the price of staff service, expenditures related to transport. In addition, alcohol and food should be displayed as separate entities.

4.2.3.4. The documental evidence confirming requested overall requirements as stated ITT points 2.1.1 and 2.1.2.

4.2.4. The NATO StratCom COE will disregard any response submitted after the timetable deadline.

4.2.5. Bidders are expected to supply all required information, or clearly state the reasons for being unable to do so.

4.2.6. Any assumptions used in preparing responses should be clearly stated. Any appropriate supporting documents e.g.: brochures, photos, presentations, should be included.

4.2.7. Questions relating to clarification of the ITT will only be accepted in writing to NATO StratCom COE representative. Likewise, all responses from the Centre will be written and may also be made available to other suppliers (subject to confidentiality). In the event that any answer materially affects the ITT specification, an amendment of the original requirements will be escalated to all suppliers. The NATO StratCom COE will attempt to answer any questions

within two working days of receipt of that request; otherwise it will respond within that timescale notifying you of the estimated time to obtain the information.

4.2.8. The NATO StratCom COE reserves the right to modify the provisions of this ITT at any time prior to the scheduled date for written responses. Additional scope and requirements can be added. Notification of such changes will be provided to all suppliers.

4.2.9. All information supplied in this tender to date, any further information supplied during the tender process will remain confidential and available only to the Contract Award Committee members.

## **5. Tender Assessments**

5.2. The Contract Award Committee (CAC) chooses the best offer in accordance with the following bid evaluation criteria:

5.2.3. Proposal price.

5.2.4. Quality of the proposal:

5.2.4.1. Overall proposal according to the technical specification with in the Annex 1. The proposal includes description of the catering services according the technical specification with in the Annex 1.

5.2.4.2. Off-site catering service experience. Experience in catering services for high-level format events in the last year at least at three events with not less than 400 (four hundred) participants each of them, where the off-site catering services has been provided. By mentioning the event, references and point of reference should be included.

5.2.4.3. The documental evidence confirming requested overall requirements as stated ITT point 2.1. It means confirmation of Bidder registration in Commercial register of Republic of Latvia or relevant register in other country (if applicable) and confirmation of Bidder registration in Food and Veterinary Service registers for supervising the companies of Latvian Republic or relevant register in other country with the rights to perform catering services.

5.3. You are reminded that through the process the NATO StratCom COE will continually assess all contact with the bidders' organizations including compliance to the process, presentation. The NATO StratCom COE reserves the rights at its sole discretion to disqualify without further consideration any submission that does not satisfy this basic requirement.

## **6. Briefing for Unsuccessful Participants**

6.2. The NATO StratCom COE reserves the right to control the format and content of any such briefing, and to limit it in any way believed by the NATO StratCom COE to be appropriate (which includes, in exceptional circumstances, the right to refuse a briefing without giving any reasons for doing so).

## **7. Contract Details**

7.2. Contractual and payment details will be subject to negotiation with the selected supplier. The contractor will be required to sign a confidentiality agreement with the NATO StratCom COE.

## ANNEX 1

### TENDER “CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2019 CONFERENCE”

#### TECHNICAL SPECIFICATION

Service	Requirements
<b>Coffee Break</b>	<p>Number of people – 350*; Schedule: <b>11.06.2019. 11:30-12:00</b> National Library of Latvia</p> <p>Menu should include:</p> <ul style="list-style-type: none"> <li>• Good quality coffee, coffee milk/cream, tea, sugar, lemon, water with lemon;</li> <li>• Snacks / finger food: 3 salty (1 options of meat, 1 options of meat, but gluten free, 1 option of /vegan) and 1 sweet pieces per person.</li> </ul> <p>Must provide with plates and dishes – ceramic, cutlery – steal, glasses – glass, tablecloth, and serviettes, laying the table; standing tables. Must provide with qualified staff during the service providing.</p>
<b>Lunch</b>	<p>Number of people – 350*; Schedule: <b>11.06.2019. 13:30-15:30</b> Latvian Railway History Museum</p> <p>Menu should include:</p> <ul style="list-style-type: none"> <li>• Dish No 1 – salad (3 options, including 1 gluten free and vegan option);</li> <li>• Dish No 2 – main course (1 options of meat, 1 options of fish dish, 1 option of vegan) with side dishes (potatoes, grains, vegetables, etc.);</li> <li>• Dish No 3 – Dessert (two options, one for gluten free and vegans)</li> <li>• Good quality coffee, coffee milk/cream, tea, sugar, lemon, water with lemon.</li> </ul> <p>Must provide with plates and dishes – ceramic, cutlery – steal, glasses – glass, tablecloth, and serviettes, laying the table; standing tables Must provide with qualified staff during the service providing; Concept of the lunch - standing lunch/banquet.</p>
<b>Coffee Break</b>	<p>Number of people – 350*; Schedule: <b>11.06.2019. 17:00-17:30</b> National Library of Latvia</p> <p>Menu should include:</p> <ul style="list-style-type: none"> <li>• Good quality coffee, coffee milk/cream, tea, sugar, lemon, water with lemon;</li> <li>• Snacks / finger food: 2 salty (1 options of meat, but gluten free, 1 option of /vegan) and 1 sweet pieces per person.</li> </ul> <p>Must provide with plates and dishes – ceramic, cutlery – steal, glasses – glass, tablecloth, and serviettes, laying the table; standing tables. Must provide with qualified staff during the service providing.</p>

<b>Opening Dinner</b>	<p>Number of people – 350*;  Schedule:  <b>11.06.2019. 19:00-21:30</b> Latvian Railway History Museum  Menu should include:</p> <ul style="list-style-type: none"> <li>• Dish No 1 – salad (3 options, including 1 gluten free and vegan option);</li> <li>• Dish No 2 – main course (1 options of meat, 1 options of fish dish, 1 option of vegan) with side dishes (potatoes, grains, vegetables, etc.);</li> <li>• Dish No 3 – Dessert (two options, one for gluten free and vegans)</li> <li>• Good quality coffee, coffee milk/cream, tea, sugar, lemon, water with lemon.</li> <li>• 2 glasses of wine or beer (red and white) for each guest;</li> <li>• Good quality coffee, coffee milk/cream, tea, sugar, lemon, water with lemon.</li> </ul> <p>Must provide with plates and dishes – ceramic, cutlery – steal, glasses – glass, tablecloth, and serviettes, laying the table; standing tables.  Must provide with qualified staff during the service providing;  Concept of the dinner- standing dinner/banquet.</p>
<b>Coffee Break</b>	<p>Number of people – 350*;  Schedule:  <b>12.06.2019. 11:30-12:00</b> National Library of Latvia  Menu should include:</p> <ul style="list-style-type: none"> <li>• Good quality coffee, coffee milk/cream, tea, sugar, lemon, water with lemon;</li> <li>• Snacks / finger food: 2 salty (1 options of meat, but gluten free, 1 option of /vegan) and 1 sweet pieces per person.</li> </ul> <p>Must provide with plates and dishes – ceramic, cutlery – steal, glasses – glass, tablecloth, and serviettes, laying the table; standing tables.  Must provide with qualified staff during the service providing.</p>
<b>Lunch</b>	<p>Number of people – 350*;  Schedule:  <b>12.06.2019. 13:00-15:00</b> Latvian Railway History Museum  Menu should include:</p> <ul style="list-style-type: none"> <li>• Dish No 1 – salad (3 options, including 1 gluten free and vegan option);</li> <li>• Dish No 2 – main course (1 options of meat, 1 options of fish dish, 1 option of vegan) with side dishes (potatoes, grains, vegetables, etc.);</li> <li>• Dish No 3 – Dessert (two options, one for gluten free and vegans)</li> <li>• Good quality coffee, coffee milk/cream, tea, sugar, lemon, water with lemon.</li> </ul> <p>Must provide with plates and dishes – ceramic, cutlery – steal, glasses – glass, tablecloth, and serviettes, laying the table; standing tables.  Must provide with qualified staff during the service providing;  Concept of the lunch - standing lunch/banquet.</p>
<b>Coffee Break</b>	<p>Number of people – 350*;  Schedule:  <b>12.06.2019. 16:00-16:30</b> National Library of Latvia  Menu should include:</p> <ul style="list-style-type: none"> <li>• Good quality coffee, coffee milk/cream, tea, sugar, lemon, water with lemon;</li> <li>• Snacks: sweet and salty cookies, fruit platter.</li> </ul> <p>Must provide with plates and dishes – ceramic, cutlery – steal, glasses – glass, tablecloth, and serviettes, laying the table; standing tables.  Must provide with qualified staff during the service providing.</p>



<b>Additional services</b>	<p>Schedule:  <b>11.06.2019 – 12.06.2019</b> National Library of Latvia</p> <p>140 glass bottles of water 0.33 L (70 bottles - still water and 70 bottles - sparkly water);  Must provide with 70 glasses – glass</p> <p>Snacks for speakers (11 panels x 4 speakers):</p> <ul style="list-style-type: none"> <li>- Fruit platter for each panel;</li> <li>- Snacks / finger food: 2 salty (1 options of meat, but gluten free, 1 option of /vegan) and 1 sweet pieces per person.</li> </ul>
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\* Customer has the right to order not all catering service amount. Actual catering service amount will be determined at the time of Agreement awarding; in the contract will be set the number of persons and one-person catering costs in the Applicant's financial offer.

\*\* Customer has the right to add additional catering service request after the contract has been signed with additional budget;

## **ANNEX 2**

*(should be submitted on bidder's template)*

### **TENDER "CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2019 CONFERENCE"**

#### **LIST OF PROVIDED OFF-SITE CATERING SERVICES**

No.	Customer of the catering service provided, contact information (telephone and e-mail)	The date of provided off-site catering service	Number of persons, which at the same time the catering service was provided	Menu of catering service provided
1.				
2.				
3.				

### ANNEX 3

*(should be submitted on bidder's template)*

## TENDER "CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2019 CONFERENCE"

### FINANCIAL PROPOSAL FORM

	Service	Price for catering services, without VAT, EUR	Price without VAT, EUR (in total)	VAT, EUR (in total)	Price with VAT, EUR (in total)
		1 person	350 persons		
<b>1.</b>	<b>Off-site catering services in accordance with Technical specification – 4 Coffee Breaks</b>				
1.1.	...				
1.2.	...				
	TOTAL				
<b>2.</b>	<b>Off-site catering services in accordance with Technical specification – 2 Lunches"</b>				
2.1.	...				
2.2.	...				
	TOTAL				
<b>3.</b>	<b>Off-site catering services in accordance with Technical specification – "Opening Dinner"</b>				
3.1	...				
3.2	...				
	TOTAL				
<b>4.</b>	<b>Off-site catering services in accordance with Technical specification – "Additional services" service performance</b>	<i>Leave this column blank</i>	<i>(In total for 140 bottles)</i>		
4.1	...				
4.2	....				
	TOTAL				
	TOTAL				
				<b>In total without VAT</b>	
				<b>VAT</b>	
				<b>In total with VAT</b>	

Bidders shall use this financial proposal form as guideline and can modify and add columns and rows as they see fit.

In the Financial proposal, the Bidder shall specify the price of staff service, expenditures related to transport. Also alcohol and food should be displayed as separate entities.