



NATO STRATEGIC COMMUNICATIONS CENTRE OF EXCELLENCE

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INVITATION TO TENDER CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2024 CONFERENCE

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

Revision	Version 1
Release Date	11 April 2024
Issuer	Ms. Ieva Liepa
Suppliers Response date	23 April, 2024 submitted via e-mail: tender@stratcomcoe.org by 10:00 AM (Eastern European Time zone: UTC+ 02:00)

Invitation to Tender (ITT) “CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2024 CONFERENCE”

You are kindly invited to submit a bid to tender to provide catering services for the Riga StratCom Dialogue 2024 conference. The conference will take place on **5-6 June, 2024**.

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 when preparing and submitting 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 by email to: ieva.liepa@stratcomcoe.org

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

Please direct any questions regarding the ITT content or process to the NATO StratCom COE Event Manager, Ms. Ieva Liepa. 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: ieva.liepa@stratcomcoe.org.

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

- (i) pay any supplier for an ITT response; or
- (ii) award the contract with the lowest price proposal or any bidder; or
- (iii) accept any ITT information received from suppliers not covering the full set of requirements; 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. Ieva Liepa

Event Manager, Framework Nation Support Branch

E-mail address: ieva.liepa@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 continued 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 2024 conference lunches, coffee breaks and evening event for up to 700 (seven hundred) international high-level guests. Conference will take place on **5 – 6 June 2024**. The following site will be used for the guest catering: Hanzas Perons, Hanzas Street 16A, Riga, LV-1045.

2. Requirements for the selection of the Bidders

2.1. Overall requirements

2.1.1. Bidder is registered in the 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 in performing catering services - experience in catering services for high level formal events in the last 5 (five) years in at least 3 (three) events with no less than 400 (four hundred) participants at once, where the off-site catering services were 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 logistics expenses related to provided services.

3. Timetable

General	
Confirmation of the bid	Email confirmation: by 10:00 AM (Eastern European Time zone: UTC +02:00) 15 April, 2024 for those suppliers who had made a previous expression of interest. New suppliers should email their intent to tender at the earliest opportunity
Deadline for submission	10:00 AM on 23 April, 2024 (Eastern European Time zone: UTC +02:00)
Contract implementation date	5-6 June, 2024
Questions	Questions arising from this document should be given to Ms. Ieva Liepa until 19 April, 2024
Full contact details	Ms Ieva Liepa, ieva.liepa@stratcomcoe.org , +371 20285213

4. Respondent Instructions

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

4.2. Response Guidelines

4.2.1. The written proposal that complies with indicated requirements is mandatory. Proposal should be submitted on Bidder Company's official template electronically prepared and signed by hand and scanned as a PDF document to e-mail: tender@stratcomcoe.org not later than:

23 April 2024 10:00 AM.

Bidder should submit proposal for entire ITT.

4.2.2. Proposal should consist of the following documents:

4.2.2.1. Menu and concept proposal in accordance to Annex 1 "Technical specification".

4.2.2.2. The documental evidence of previous 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.

4.2.2.3. Financial proposal in accordance with Annex 3 "Financial proposal".

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

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

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

4.2.3. The NATO StratCom COE will disregard any response submitted after the timetable deadline and submitted to another e-mail address.

4.2.4. If any of the requested documents in point 4.2.2. are not submitted or not properly filled in, the Contract Award Committee (CAC) has the right to exclude the bidder from further participation in the procurement.

4.2.5. Bidders are expected to supply all required information.

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 NATO StratCom COE 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 day 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 procurement process will remain confidential and available only to the CAC members.

4.2.10. The NATO StratCom COE reserves the right to modify the scope of this tender, after receiving the bids to include price estimates.

5. Tender Assessments

5.1. The CAC chooses the best offer in accordance with the following bid evaluation criteria:

5.1.1. Proposal price.

5.1.2. Quality of the proposal:

5.1.2.1. 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.

5.1.2.2. Off-site catering service experience. Experience in catering services for high-level format events in the last 5 (five) years at least at 3 (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.

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

5.2. 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. Decision Announcement to Participants

The NATO StratCom COE reserves the right to determine 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 the right to not provide any explanation).

7. Contract Details

Contractual and payment details will be the subject of negotiation with the selected supplier.

(should be submitted on bidder's template)

ITT "CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2024 CONFERENCE"

TECHNICAL SPECIFICATION

Service	Requirements
	DAY 1 – June 5
Coffee	Number of people – 700*; Schedule: 05.06.2024. 08:30-10:00** , Hanzas Perons, Hanzas iela 16 A, Rīga Menu should include: <ul style="list-style-type: none"> • High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon; • Snacks / finger food: 1 piece of sweet snack per person. Supplier must provide dishes and coffee/tea sets – ceramic, cutlery – steel, glasses for beverages – glass and serviettes. Supplier must ensure qualified service staff working on-site during the service providing dates.
Lunch	Number of people – 700*; Schedule: 05.06.2024. 12:00-13:30** , Hanzas Perons, Hanzas iela 16 A, Rīga Menu should include: <ul style="list-style-type: none"> • Dish No 1 – salad (3 options, including 1 gluten free and/or vegan option); • Dish No 2 – main course (1 option with meat, 1 option with fish, 1 vegan option) with side dishes (potatoes, grains, vegetables, etc.); • Dish No 3 – dessert (two options, one - gluten free and/or vegan) • High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon. Supplier must provide dishes and coffee/tea sets – ceramic, cutlery – steel, glasses for beverages – glass and serviettes. Supplier must ensure qualified service staff working on-site during the service providing dates. Concept of the lunch - standing lunch/banquet.
Coffee break	Number of people – 700*; Schedule: 05.06.2024. 14:30-15:00** , Hanzas Perons, Hanzas iela 16 A, Rīga Menu should include: <ul style="list-style-type: none"> • High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon; • Snacks / finger food: fruit platter option. Supplier must provide dishes and coffee/tea sets – ceramic, cutlery – steel, glasses for beverages – glass and serviettes. Supplier must ensure qualified service staff working on-site during the service providing dates.

Coffee Break	<p>Number of people – 700*; Schedule: 05.06.2024. 16:00-16:30**, Hanzas Perons, Hanzas iela 16 A, Rīga Menu should include:</p> <ul style="list-style-type: none"> • High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon; • Snacks / finger food: 1 salty vegetarian option and 1 piece of sweet snack per person. <p>Supplier must provide dishes and coffee/tea sets – ceramic, cutlery – steel, glasses for beverages – glass and serviettes. Supplier must ensure qualified service staff working on-site during the service providing dates.</p>
Reception	<p>Number of people – 700*; Schedule: 05.06.2024. 18:00-20:00**, Hanzas Perons, Hanzas iela 16 A, Rīga Menu should include:</p> <ul style="list-style-type: none"> • Snacks / finger food: 3 salty (1 option with meat, 1 option with meat, but gluten free, 1 vegan option) and 2 pieces of sweet snacks per person. • High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon. • 2 glasses of wine (red and white) or beer per person; <p>Supplier must provide dishes and coffee/tea sets – ceramic, cutlery – steel, glasses for beverages – glass and serviettes. Supplier must ensure qualified service staff working on-site during the service providing dates. Concept of the reception - standing banquet.</p>
	Day 2 – June 6
Coffee	<p>Number of people – 700*; Schedule: 06.06.2024. 08:15-10:15** Hanzas Perons, Hanzas iela 16 A, Rīga Menu should include:</p> <ul style="list-style-type: none"> • High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon; • Snacks / finger food: 1 piece of sweet snack per person. <p>Supplier must provide dishes and coffee/tea sets – ceramic, cutlery – steel, glasses for beverages – glass and serviettes. Supplier must ensure qualified service staff working on-site during the service providing dates.</p>
Lunch	<p>Number of people – 700*; Schedule: 06.06.2024. 12:00-13:30**, Hanzas Perons, Hanzas iela 16 A, Rīga Menu should include:</p> <ul style="list-style-type: none"> • Dish No 1 – salad (3 options, including 1 gluten free and/or vegan option); • Dish No 2 – main course (1 option with meat, 1 option with fish, 1 vegan option) with side dishes (potatoes, grains, vegetables, etc.); • Dish No 3 – dessert (two options, one - gluten free and/or vegan) • High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon. <p>Supplier must provide dishes and coffee/tea sets – ceramic, cutlery – steel, glasses for beverages – glass and serviettes. Supplier must ensure qualified service staff working on-site during the service providing dates. Concept of the lunch - standing lunch/banquet.</p>

Coffee Break	<p>Number of people – 700*; Schedule: 06.06.2024. 15:15-15:45** Hanzas Perons, Hanzas iela 16 A, Rīga</p> <p>Menu should include:</p> <ul style="list-style-type: none"> • High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon; • Snacks / finger food: 3 salty (1 option with meat, 1 option with meat, but gluten free, 1 vegan option) and 2 pieces of sweet snacks per person. <p>Supplier must provide dishes and coffee/tea sets – ceramic, cutlery – steel, glasses for beverages – glass and serviettes. Supplier must ensure qualified service staff working on-site during the service providing dates.</p>
Additional services	<p>Schedule: 05.06.2024 – 06.06.2024, Hanzas Perons, Hanzas iela 16 A, Rīga</p> <p>Snacks for speakers (40 persons):</p> <ul style="list-style-type: none"> - Fruit platter for each panel (9 panels, 4 persons each); - Snacks / finger food: 2 salty (1 option of meat, but gluten free, 1 option of /vegan) and 1 sweet snack per person. - 120 water glasses (water bottles will be provided by NATO StratCom COE) <p>Hot and cold beverages for podcast recording studio (up to 15 persons each day): - High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon.</p> <p>Hot and cold beverages for marketplace (up to 25 persons each day): - High quality coffee, coffee milk/cream, tea, sugar, lemon, still water with lemon</p>

* 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 correct the timing of the service.

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

(should be submitted on bidder's template)

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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, whom the catering service was provided at the same time	Menu of catering service provided
1.				
2.				
3.				

(should be submitted on bidder's template)

ITT "CATERING SERVICES FOR THE NEEDS OF THE RIGA STRATCOM DIALOGUE 2024
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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	700 persons		
1.	Off-site catering services in accordance with Technical specification – 5 Coffee Breaks				
1.1.	...				
1.2.	...				
	TOTAL				
2.	Off-site catering services in accordance with Technical specification – 2 Lunches				
2.1.	...				
2.2.	...				
	TOTAL				
3.	Off-site catering services in accordance with Technical specification – Reception				
3.1	...				
3.2	...				
	TOTAL				
4.	Off-site catering services in accordance with Technical specification – "Additional services" service performance				
4.1	...				
4.2				
	TOTAL				
	TOTAL				
				In total without VAT	
				VAT	
				In total with VAT	

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. In addition, alcohol and food should be displayed as separate entities.