

# Terms of reference (ToRs) for the procurement of services below the EU threshold

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ENTER THE TITLE OF THE SERVICE HERE

**Project number/  
cost centre:**

**09.9262.8-001.00**

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**0. List of abbreviations**

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
KZFK	Short-term expert
ToRs	Terms of reference

## 1. Context

### 1.1. Brief information

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is an international enterprise for cooperation and sustainable development, owned by the German Federal Government and active in 130 countries worldwide.

GIZ implements projects and different activities for the German government and has been a partner in development cooperation with Tajikistan for many years. After the civil war, GIZ initially provided support in the form of emergency aid and reconstruction assistance as well as measures to safeguard food security. Today, cooperation focuses in the bilaterally agreed areas of Sustainable Economic Development and Health, on structural reforms and the attainment of long-term, sustainable improvements to benefit the people of Tajikistan. Tajikistan is also part of several regional projects, mainly in the green sector on climate security and climate risk management, water resources management, integrated land management and from 2024 also on renewable energy. Tajikistan is also part of the regional trade facilitation project.

As part of work activities, GIZ frequently organizes a wide range of events, including official meetings, trainings, workshops, and business events, with the active participation of project partners in the country. AS part of these activities GIZ is offering catering services during these events. GIZ wants to ensure that all participants have a positive and memorable experience by providing them with advice, technical cooperation and capacity building accompanied by professional catering service with high-quality meals. With this in mind, GIZ Country Office is currently looking for a professional, reliable and efficient catering company.

The specific locations GIZ requires services for are:

- Sughd region
- Khatlon region
- GBAO region

We are specifically interested in cooperating with a company situated in the same region or in the nearest location to the specified regions mentioned above. Due to this GIZ expects companies from these regions to submit their proposals according to the outlined specifications in this tender document.

### 1.2. Scope of Work

The selected local catering company will be hired under a framework agreement and will be responsible for provision of catering services which involves the preparation, delivery, and serving of meals, coffee breaks, snacks, finger food and hot and cold beverages for various events organized by GIZ projects. This includes, but is not limited to, conferences, meetings, workshops, and official receptions. The catering services should be able to accommodate a range of dietary preferences and restrictions. The company should be capable of providing services for events of various levels, including high-level and standard-level events.

### 1.3. Tasks and services

The contractor is responsible for providing the following services/activities:

- Planning and organizing menus for events and different occasions.
- Preparing and cooking food according to client preferences and dietary restrictions.
- Serving food and beverages to guests during the events.
- Coordinating with venue management and GIZ project to arrange necessary kitchen equipment, utensils, and service supplies.
- Setting up and decorating the event space: providing and arranging tables, chairs, linens, and other necessary items.
- Ensuring food remains fresh and is served at the correct temperature through mobile cooking stations.
- Cleaning up and removing all catering-related waste and equipment and ensuring the venue is restored to its original condition.
- Ensuring food safety and hygiene standards under all circumstances.
- Providing excellent customer service to clients and their guests.
- Sourcing and transporting servers to and from events.
- Transporting food and equipment to and from events.

Period of assignment: from 15.12.2023 until 14.12.2024.

**Note:** In the event of necessity and satisfactory performance by the Contractor, the agreement may be renewed for an additional year with the same terms and conditions, subject to mutual agreement in writing.

## 2. Personnel requirement

The catering company should have a team of skilled and experienced personnel who can efficiently manage and execute catering services. The following personnel requirements should be met:

**Chef(s):** The catering company should employ experienced and qualified chefs with a minimum of 3 years of experience in cooking and preparing a diverse range of cuisines, including international dishes. It is important that they have a strong understanding of food safety and hygiene practices. The company must provide certificates or other supporting documents Chef(s) to prove completion of culinary courses or relevant training programs.

**Service Staff:** The company should have a well-trained and professional service staff who can provide excellent customer service, including serving food and beverages, setting up and clearing tables, and maintaining a clean and organized dining area. It is important that staff is knowledgeable about the menu and capable of answering guest queries.

**Event Coordinator:** An event coordinator should be assigned by the catering company to liaise with the GIZ event management team. The coordinator should have excellent communication and organizational skills to ensure smooth coordination and execution of catering services. The Event Coordinator should possess a strong command of the English language and have a minimum of 3 years of work experience in providing catering services to international organizations.

### **3. Further requirement**

#### **3.1. Company Profile:**

The catering company should provide overview of the company's history, experience, and expertise in catering services – min 3 years of experience required.

#### **3.2. Experience with International Organizations:**

The catering company should have a proven track record of providing catering services to international organizations. The company should be able to demonstrate their experience in handling events with diverse cultural backgrounds and dietary requirements. This may include providing references from previous clients or showcasing successful collaborations with international organizations.

#### **3.3. Quality Assurance:**

The catering company should have robust quality assurance measures in place to ensure the highest standards of food quality, presentation, and service. This may include regular inspections, adherence to food safety regulations, and continuous improvement initiatives.

#### **3.4. Vegetarian and Seasonal Food:**

The catering company should be able to offer a diverse range of vegetarian options to cater to GIZ guests with dietary preferences and requirements. Emphasis should be placed on incorporating seasonal produce and ingredients in the menu to ensure freshness and taste.

#### **3.5. Environment-friendly Approach:**

The catering company is expected to follow sustainable practices, such as minimizing food waste, recycling, and composting. The use of eco-friendly packaging and utensils should be prioritized, avoiding single-use plastics whenever possible.

#### **3.6. Menu Options and Pricing:**

The catering company should be capable of offering a minimum of two menu options based on the level and type of event: high-level events and standard-level events. The Annex 1 document provides the minimum requirements for menus of each required level, which can serve as a reference.

Prices should be quoted per person, per coffee break, lunch, and dinner for the specified locations (refer to P. 1.1.). The proposal should include a clear presentation of detailed pricing information for each level of event.

### **4. Submission of commercial offer**

- The technical and financial offers must be submitted in separate PDF files;
- Technical proposal: provision CVs, certificates and references (see P. 2 & 3);
- Financial proposal in local currency (prepared in a separate PDF file).

#### **Requirements for commercial offer:**

- Provide full legal address, contact numbers and e-mail;
- The price proposal must be stamped, dated and signed;

- Currency: Tajik somoni;
- Terms of payment: by transfer to the bank account.

Please send your commercial offers via e-mail to [TJ\\_Quotation@giz.de](mailto:TJ_Quotation@giz.de) before 10:00 am on 27<sup>th</sup> of November 2023 indicating the tender number of interested location(s) in the subject line of the e-mail.

#	<i>Service locations</i>	<i>Tender numbers</i>
1	Sughd region	83447861
2	Khatlon region	83447862
3	GBAO region	83447863

## 5. Special conditions

- Bidders should not contact other GIZ personnel unless directed to do so by the GIZ representative.
- Please raise any commercial, technical or procedural questions promptly, and no later than 17:00 pm on 10<sup>th</sup> of November 2023. All questions should be submitted in writing and with indication of the tender number(s) in the subject of the email to the address [Procurement.TJK@giz.de](mailto:Procurement.TJK@giz.de)
- The default size of e-mails is limited to 30 MB. Above that, GIZ's email servers refuse the message and its attachments. If necessary, send more than one e-mail.
- In case of bigger files, it is possible to transfer the file via GIZ's Filetransfer service: <https://filetransfer.giz.de> GIZ accepts only this specific filetransfer solution for submission of documents exceeding the default mail size of 30 MB.
- GIZ is not responsible for the failure of electronic delivery of e-mail messages to the address provided, either for technological problems on the part of GIZ or the candidate.
- This invitation to tender is in no way binding on GIZ. The GIZ's contractual obligation commences only upon signature of the contract with the successful Tenderer.
- Up to the point of signature, GIZ may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation.
- All costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.
- All tenderers will be informed in writing of the results of this tender procedure.
- GIZ reserves the right to disqualify and reject proposals from suppliers who do not comply with these guidelines.