

## **TECHNICAL SPECIFICATION FOR CATERING AND EVENT HOSPITALITY SERVICES**

### **1. INTRODUCTORY INFORMATION**

1.1. **This Technical Specification** (hereinafter – the TS) sets out the requirements for catering and event hospitality services to be provided to the Permanent Representation of Lithuania to the European Union in Brussels during the period of the Lithuanian Presidency of the Council of the European Union (hereinafter – the Presidency).

1.2. **The Contracting Authority/Representation** – the Permanent Representation of Lithuania to the European Union.

1.3. **The Service Provider** – the economic operator which, following the completion of the public procurement procedures, will be determined as the successful tenderer in this procurement and, during the term of the Contract, will provide the Representation with catering and event hospitality services during the Presidency.

1.4. Presidency will take place from 1 January to 30 June 2027. Catering and event hospitality services will be required both during the preparatory period for the Presidency and during the Presidency itself. During this period, various official events and receptions will be organised.

1.5. Catering and event hospitality services shall include the preparation of food, the serving and presentation of food and beverages during events, guest service, table setting and decoration, transportation, and other services related to the proper and high-quality provision of the Services.

### **2. DEFINITIONS**

1.1. **Organisers** – employees of the Representation responsible for the performance of the Contract, organisation of events and ordering of Services.

1.2. **Events** – seated receptions, standing receptions, business breakfasts and coffee breaks.

1.3. **Seated receptions** – business lunches or business dinners with catering staff services (chefs and waiters).

1.4. **Standing receptions** – receptions organised in a cocktail reception or buffet (self-service buffet) format. They may be organised with catering staff service or with delivery of prepared food to the event venue only.

1.5. **Business breakfasts** – preparation and delivery of food in individual portions.

1.6. **Coffee breaks** – coffee, tea, water, soft drinks and light snacks provided during events.

### **3. PRELIMINARY SERVICE PERIOD AND SCOPE**

3.1. Catering and event hospitality services shall be provided for 12 (twelve) months from the effective date of the Contract or until 100 per cent of the Initial Contract Value has been used, whichever occurs first.

3.2. The Procurement is divided into two Lots. One Service Provider may be awarded one or both Lots.

3.3. The estimated scope of the catering and event hospitality services, based on the number of participants, is set out in Sections 8 and 9 of this TS.

3.4. Catering and event hospitality services shall be ordered as required for each event separately or in packages, i.e. for several events at the same time.

3.5. Given that the information on the scope of events provided in this TS is subject to change and depends on circumstances beyond the control of the Representation, the Organisers reserve the right to revise the relevant information (including the scope of Services ordered, the number of events and participants, and other related information) throughout the term of the Contract.

3.6. Catering and event hospitality services shall be ordered according to the actual needs of the Representation. The estimated number of events and participants specified in the Tender Form is provided solely for the purposes of evaluation and comparison of Tenders. The Contracting Authority shall not be obliged to order the entire quantity of Services specified in the Tender Form.

3.7. Where necessary, the Contracting Authority may purchase services not specified in the Procurement Documents but related to the subject matter of the Procurement, provided that their value does not exceed 10 (ten) per cent of the Initial Contract Value. The Contracting Authority shall pay for such services at prices not exceeding the applicable prices indicated at the Service Provider's point of sale or, where such prices are not published, at competitive prices proposed by the Service Provider that are consistent with market prices.

### **4. SUBJECT OF THE PROCUREMENT**

4.1. The subject of the Procurement is catering and event hospitality services required for the organisation of events.

4.2. The Procurement is divided into separate Lots, with a separate public procurement contract to be concluded for each Lot:

Lot No. 1 – catering and event hospitality services for seated receptions and business breakfasts. The maximum amount of funds allocated to Lot No. 1 is EUR 117,000.00 excluding VAT.

Lot No. 2 – catering and event hospitality services for standing receptions and coffee breaks. The maximum amount of funds allocated to Lot No. 2 is EUR 488,000.00 excluding VAT.

The requirements set out in this Technical Specification shall apply to both Lots unless otherwise specified for a particular Lot.

4.3. Places of provision of the Services:

4.3.1. at the premises of the Representation located at Rue Belliard 41–43, 1040 Brussels, Belgium;

4.3.2. at the premises of the Representation located at Rue de la Science 25, 1040 Brussels, Belgium;

4.3.3. At the request of the Contracting Authority, the Services may also be provided at other locations in Brussels. The Contracting Authority shall not be obliged to procure all catering services required at other locations in Brussels under this Contract.

4.4. Where required by the Representation, the Service Provider shall ensure the provision of the Services both indoors and outdoors.

4.5. Catering and event hospitality services may be required simultaneously for events taking place at several different locations specified in clause 4.3, each of which may have more than 100 participants. In such cases, the Service Provider shall ensure the provision of catering and event hospitality services at each location.

## **5. GENERAL REQUIREMENTS FOR THE SERVICES**

5.1. The Services shall include the preparation of food, the serving of food and beverages (provided by the Contracting Authority) at seated lunches/dinners and standing events, event hospitality services, table setting and decoration, transportation and other related services.

5.2. Taking into account the specific characteristics of the event venue, the Service Provider shall assess the working areas, its own operational needs and any specific requirements related to its activities and, where necessary, shall arrange for the preparation and adaptation of kitchens and ancillary premises for the provision of the Services. Costs related to the preparation and adaptation of kitchens and ancillary premises shall not be treated as additional actual costs and shall not be reimbursed separately.

5.3. The Service Provider shall use its own food products for the provision of the Services and, where necessary, its own table setting and decoration supplies (tableware, cutlery, tablecloths, napkins, decorative and ornamental elements, and other supplies). The Service Provider may use the inventory available at the Representation only after prior coordination with and approval by the Representation.

5.4. Where required by the Representation, the Service Provider shall adapt the relevant spaces/premises for catering purposes by providing tables, chairs, tablecloths, tableware, cutlery, napkins and any other equipment necessary for the provision of the Services and shall ensure a sufficient number of service staff. The number of tables, chairs and service staff, table decorations, the design of tables and chairs and their arrangement within the premises/space shall be consistent with the overall interior/design of the premises/space and shall be agreed with the Contracting Authority before each event.

5.5. Where the Services are provided outdoors rather than indoors, the Service Provider shall, subject to prior agreement with the Representation, adapt the relevant space for catering purposes by providing tables, chairs, tablecloths, tableware, cutlery, napkins and any other equipment necessary for the provision of outdoor Services (for example, canopies or parasols, pavilions providing protection from adverse weather conditions, means for securing tablecloths to tables, waste bins, etc.) and shall ensure a sufficient number of service staff agreed with the Contracting Authority before each event.

Costs related to the provision of the Services outdoors (for example, the rental of canopies, parasols, pavilions providing protection from adverse weather conditions, etc.) shall be treated as additional services not specified in the Procurement Documents but related to the subject matter of the Procurement. Such services shall be paid for at prices not exceeding the applicable prices indicated at the Service Provider's point of sale or, where such prices are not published, at competitive prices proposed by the Service Provider that are consistent with market prices. Before ordering any additional equipment, the Service Provider shall agree the preliminary cost estimate with the Representation in advance.

In the event of unforeseen circumstances having a direct impact on the quality of the Services (e.g. changes in weather conditions), the Service Provider shall, as soon as reasonably possible and in agreement with the Representation, adjust the Services accordingly (e.g. change the event venue, provide additional equipment, etc.).

5.6. The Services shall be provided in compliance with directly applicable European Union legislation and the laws and regulations of the Kingdom of Belgium governing food hygiene, food safety and food

handling, and in accordance with the requirements established by applicable legislation for the preparation and handling of food. The dishes served by the Service Provider shall comply with the quality and fitness-for-consumption requirements, sanitary and hygiene standards and other applicable quality standards established by law.

5.7. Where the Representation provides its own food products or beverages, the Service Provider shall ensure their proper storage, preparation for serving, compliance with applicable temperature-control requirements, proper presentation and service during the events. No additional payment shall be made for these Services.

5.8. Food and beverages shall be served using reusable cutlery (unless otherwise specified by the Contracting Authority), porcelain or earthenware tableware, and tablecloths.

5.9. Following the provision of the Services, the Service Provider shall ensure that the premises, tables and tableware are cleaned and that all waste generated is collected and removed.

5.10. The Service Provider shall not disclose to any third party any information concerning the menus, participants, prices of dishes or other information relating to the events. Such information may be disclosed only with the prior written authorisation of the Representation. The confidentiality obligation shall continue to apply after the expiry or termination of the Contract.

5.11. During the term of the public procurement contract, the Service Provider shall:

5.11.1. ensure that, in each case, all planned Services, Order Forms and other relevant information are coordinated in cooperation with the Organisers. Services provided on the Service Provider's own initiative without prior agreement with the Organisers shall not be paid for;

5.11.2. designate one member of the staff serving each event as the coordinator with whom all matters relating to the provision of the Services shall be coordinated during the event. Depending on the requirements of the particular event, the person responsible for coordinating the provision of the Services shall also ensure the proper arrangement, presentation, table setting and decoration of tables, food, beverages and desserts;

5.11.3. appoint a kitchen (food preparation) technologist/manager responsible for the creation of dishes and the preparation of the overall menu and individual menus for each event. Throughout the term of the Contract, the kitchen (food preparation) technologist/manager shall supervise the food production process and be responsible for the quality of all dishes. Where necessary, the kitchen (food preparation) technologist/manager shall provide information on the food being served;

5.11.4. enable the Contracting Authority (or experts appointed by it) to participate in the preparation of the menu for each standing or seated reception. The Service Provider shall take into account the comments and recommendations provided by the Contracting Authority (or experts appointed by it);

5.11.5. subject to prior agreement with the Contracting Authority on the specific place and time, organise, at no additional charge, a tasting for three persons designated by the Representation of the dishes to be included in the final menu for seated and/or standing receptions. The Service Provider shall ensure that the dishes served during the advance tasting do not differ in quality, presentation or composition from the dishes served at the relevant event. Where the Contracting Authority provides comments or recommendations aimed at improving the quality, presentation or composition of the dishes, the Service Provider shall organise a repeat tasting;

5.11.6. remedy, at no additional charge and within the specified time limit, any deficiencies in the provision of the Services identified by the Contracting Authority and compensate for losses caused through the fault of the Service Provider's employees or subcontractors, as well as losses resulting from Services of inadequate quality;

5.11.7. ensure a sufficient number of staff responsible for receiving food products and/or beverages provided by the Contracting Authority, arranging them appropriately, replenishing them in a timely manner and presenting them in a professional manner during the event, in compliance with hygiene requirements and any other instructions provided by the Contracting Authority.

5.12. Following the conclusion of the Contract, the Service Provider shall provide a list of employees who will serve the events, specifying each employee's name, surname, nationality (or nationalities) and identity document number. Where an employee holds more than one nationality, all nationalities shall be indicated. Taking into account the security requirements applicable to a diplomatic mission of the Republic of Lithuania, the Contracting Authority reserves the right to refuse access to the premises of the Representation or to another event venue to any employee identified by the Service Provider. In such cases, the Service Provider shall replace that employee with another employee acceptable to the Contracting Authority. Where the Service Provider changes any service staff during the term of the Contract, it shall notify the Representation accordingly.

5.13. Where required by the Representation, the Services shall also be provided on non-working days and public holidays. Where an event takes place on a non-working day or public holiday, the rates for the Services shall remain the same as those applicable on working days.

5.14. The Service Provider shall arrive at the event venue no later than 2 (two) hours before the start of the event, unless otherwise agreed with the Contracting Authority. Any later arrival of the Service Provider at the event venue shall be considered a delay and, accordingly, a breach of the Contract.

5.15. Green public procurement requirements shall apply to this Procurement. This Procurement shall be considered a green public procurement because the Contracting Authority, pursuant to Paragraph 4.4.4.1 of the Procedure for the Application of Environmental Protection Criteria in Green Public Procurement, approved by Order No. D1-508 of the Minister of Environment of the Republic of Lithuania of 28 June 2011 (fewer natural resources are consumed in the provision of the service), independently establishes the following environmental criterion: the Service Provider shall ensure that food and beverages are served using reusable cutlery, tableware, tablecloths and other items. The Contracting Authority shall not require the submission of a document demonstrating compliance with this criterion, as during the provision of the Services the Contracting Authority will be able to physically verify that food and beverages are served using reusable cutlery and tableware.

## **6. REQUIREMENTS FOR SERVICE AND TABLE SETTING AT SEATED AND STANDING RECEPTIONS, BUSINESS BREAKFASTS AND COFFEE BREAKS**

6.1. State and diplomatic protocol requirements may apply to the service provided at seated and standing receptions and coffee breaks.

6.2. The Service Provider shall ensure that a sufficient number of qualified specialists and waiters are available to ensure the proper and high-quality provision of the Services.

6.3. The Service Provider shall organise the Services in such a manner as to avoid queues forming at food service points and to ensure smooth and high-quality service.

6.4. When providing the Services, the Service Provider's specialists and waiters shall comply with hygiene requirements and all other applicable legal requirements governing persons handling food.

6.5. Waiters directly providing the Services shall:

6.5.1. serve food and beverages in a timely and orderly manner, set the tables, remove used tableware and cutlery and replace them with clean items, and attend to each guest;

6.5.2. be polite, helpful and attentive, maintain order in the catering area and avoid unnecessary noise;

6.5.3. be familiar with the food and beverages on the menu and the order in which dishes are to be served and, where necessary, be able to provide a basic explanation in English of the ingredients used in the dishes;

6.5.4. wear matching uniforms that are clean, neat and properly pressed at all times, comply with personal hygiene requirements and keep their hair neat and tidy. Where required, they shall comply with the dress code appropriate to the event;

6.5.5. maintain cleanliness and order in food service and preparation areas;

6.5.6. comply with any other instructions of the Organisers relating to event service.

6.6. Requirements for table linens:

6.6.1. Tables shall be covered with fabric tablecloths (made of linen, linen blend, cotton or other blended, non-glossy fabric). Tablecloths shall always be clean, free from defects and properly pressed. White tablecloths are preferred; in individual cases, coloured tablecloths may be used, provided that they complement the tableware and the overall décor.

6.6.2. The edges of all tablecloths shall hang evenly on all sides. Any pleats shall be properly secured so that the joins, pins or other means of securing the pleats are not visible.

6.6.3. The Service Provider shall ensure a sufficient quantity of fabric and paper napkins. All napkins used, whether paper or fabric, shall be white or of a single colour, uniform in appearance and appropriate to the level and type of service (e.g. fabric napkins for seated lunches or dinners; paper or fabric napkins for cocktail receptions, buffet-style receptions, business breakfasts and coffee breaks).

6.7. Requirements for table decoration:

6.7.1. Table decorations shall consist of flowers and floral arrangements or equivalent decorative arrangements and shall be placed on the tables before the guests arrive. Flowers and floral arrangements or equivalent decorative arrangements shall be fragrance-free. In individual cases, at the request of the Contracting Authority, other table decorations may be used to emphasise a special occasion.

6.7.2. Table decoration elements, including candle holders, figurines and other accessories, shall be made of high-quality and durable materials and shall be agreed with the Contracting Authority. Table decoration elements shall be arranged so as not to interfere with communication between guests. Where candle holders are placed on tables, they shall be positioned so as not to pose a risk to participants.

6.7.3. The decorative elements and their colours shall be agreed with the Contracting Authority.

6.7.4. All table settings and decorations shall follow a consistent style and form a coherent overall concept appropriate to the type and purpose of the event. In each case, the table setting and decoration shall be agreed with the Contracting Authority.

6.7.5. Where a standing reception is organised, the Service Provider shall provide cards indicating the name and composition of each dish or beverage. The cards shall clearly indicate in English and, where necessary, in French whether the dish contains meat, fish, poultry or seafood. Appropriate information shall also be provided for vegetarian dishes, vegetable dishes, snacks, beverages and other items.

6.8. Requirements for tableware, cutlery and other equipment:

6.8.1. The Service Provider shall provide the tableware, cutlery and other equipment necessary for the provision of the Services, including trays, chafing dishes, vases, tiered serving stands, coffee and tea thermos flasks (which shall be made of metal with a matt finish), as well as other equipment, including various auxiliary tables and sideboards. The Service Provider shall ensure a sufficient quantity of all tableware, cutlery and other catering equipment required for the provision of the Services.

6.8.2. Tableware used for serving shall be classic in style, lightweight, durable and robust, and made of porcelain or earthenware. Sets of drinking glasses shall be made of clear, colourless and durable glass. The Service Provider shall ensure that the appropriate type of glassware is selected for each type of beverage. Cutlery shall be made of stainless steel and suitable for professional catering services. The thickness of the metal used for the cutlery shall be sufficient to ensure that the cutlery retains its shape and does not deform.

6.8.3. Hot beverages and hot dishes shall be served in thermos containers or special temperature-maintaining containers capable of maintaining the required temperature or shall be prepared on site.

## **7. REQUIREMENTS FOR THE MENU FOR SEATED AND STANDING RECEPTIONS**

7.1. The requirements for the menu for seated and standing receptions (hereinafter – the Menu) are set out in Annex No. 1 to this TS, “Menu for Seated and Standing Receptions”. The requirements set out in this Annex mean that the Service Provider must be capable of offering the specified range of dishes for the preparation and proposal of different menus; however, this does not mean that a single menu must include the entire range specified.

7.2. The range of dishes means that the Service Provider must offer cold appetisers featuring different types of fish, meat, seafood and cheese, vegetarian cold appetisers, salads, bite-sized sandwiches, hot dishes featuring different types of fish and meat, vegetarian hot dishes, and different types of desserts, as specified in Annex No. 1 “Menu for Seated and Standing Receptions”. Sugar, cream and/or milk shall be served with coffee and tea. When submitting unit rates for catering and event hospitality services in its Tender, the Service Provider shall take into account the requirements set out both in this TS and in Annex No. 1 “Menu for Seated and Standing Receptions”.

7.3. The proposed Menu shall be prepared/developed by the kitchen (food preparation) technologist/manager. Throughout the term of the Contract, the kitchen (food preparation) technologist/manager, in cooperation with the Contracting Authority, shall select dishes from the proposed Menu for lunches and dinners at each event. The Menu shall be presentable, contemporary and varied.

7.4. When preparing the Menu, the Service Provider shall take into account special dietary requirements. Where necessary and where the relevant information is provided by the Contracting Authority, the Service Provider shall ensure suitable catering for guests with specific dietary needs, including vegetarians, vegans, representatives of different religions whose beliefs prohibit the consumption of certain food products, persons with diabetes, persons with gluten intolerance, and persons allergic to specific food products. The Service Provider shall ensure that such dishes are prepared in accordance with the relevant requirements and are clearly labelled.

7.5. When preparing the Menu, consideration should be given to seasonality: key fruits, vegetables, seafood, mushrooms and other products and beverages should be selected according to the season.

7.6. Only natural, preferably organic, premium-quality food products shall be used in the preparation of dishes. The use of allergenic products should preferably be avoided.

7.7. The food served shall be prepared and served on the same day, except for dishes whose preparation process takes more than one day. The use of semi-prepared products shall be kept to a minimum.

7.8. During seated receptions, hot dishes, or dishes which by their method of preparation should be served hot, shall be served on warmed plates.

7.9. The food delivered shall be of high quality, properly prepared and compliant with the specified standards and quantities of ingredients/products.

7.10. The Contracting Authority shall have the right to request reasonable changes to the composition of dishes (for example, replacement of a side dish, ingredients or their proportions), provided that such changes do not materially alter the nature or price of the dish.

## **8. PRINCIPLES FOR THE ORGANISATION OF SEATED AND STANDING RECEPTIONS**

8.1. It is anticipated that the majority of seated receptions will consist of business lunches and business dinners:

8.1.1. For the purposes of this TS, business lunches and business dinners mean events where guests are seated at round tables (6–10 persons per table) or at one large common table (the seating arrangements shall be specified before each event). Food shall be served and guests attended to by waiters. Food shall be served to all participants of a seated reception at the same time.

8.1.2. A business lunch is preliminarily expected to consist of: a cold or warm appetiser, a main course (beef, poultry, game, fish, vegetarian and/or another hot dish), and dessert. White or red wine shall be offered with the appetiser and main course. Coffee and tea shall be offered after dessert. Spirits may also be offered. Table water (or other soft drinks) shall be available throughout the reception.

8.1.3. A business dinner is preliminarily expected to consist of: aperitif snacks (a couple of bite-sized appetisers), a cold or warm appetiser (fish, meat, seafood, cheese, vegetarian or another cold or warm appetiser, or salad), a main course (beef, poultry, game, fish, vegetarian and/or another hot dish), and dessert. Sparkling wine or juice shall be offered as an aperitif. White or red wine shall be offered with the cold or warm appetiser and the main course. Coffee or tea shall be offered with dessert. Each guest at the business dinner shall be able to choose the type of coffee or tea they wish to have. Spirits may also be offered during the business dinner. Table water (or other soft drinks) shall be available throughout the business dinner.

8.1.4. Where required, business lunches or dinners may be served buffet-style. Such catering is preliminarily expected to consist of: at least 3–4 different types of cold appetisers and/or salads, at least 3 different types of hot dishes (beef, poultry, fish, vegetarian and/or other hot dishes), at least 2 different types of desserts and/or fruit, table water or juice, and wine (white and/or red).

8.1.5. The estimated duration of a business lunch is 1–1.5 hours, and the estimated duration of a business dinner is 1.5–2 hours.

8.1.6. It is estimated that, on average, approximately 30 guests will attend each seated reception.

8.1.7. All alcoholic and non-alcoholic beverages for the event shall be provided by the Contracting Authority.

8.2. It is anticipated that the majority of standing receptions will consist of buffet or cocktail-style receptions organised in the evening, after the working day:

8.2.1. Food shall be served in a buffet or cocktail reception format, depending on the needs of the Contracting Authority. Special high tables suitable for standing guests shall be provided for the event (4–6 persons per table).

8.2.2. Where catering is organised in a buffet format, guests shall serve themselves or be assisted by service staff. Where catering is organised in a cocktail reception format, food and beverages shall be offered by waiters, who shall attend to guests throughout the reception. Guests shall be welcomed with a *welcome drink* upon arrival at the standing reception venue. The estimated duration of a standing reception is 2–3 hours.

8.2.3. A buffet is preliminarily expected to consist of: at least 3–4 different types of cold appetisers and/or salads, at least 3 different types of main courses (beef, poultry, fish, vegetarian and/or other hot dishes),



at least 3 different types of desserts and fruit, coffee or tea, table water or juice, wine (white and/or red), and an aperitif.

8.2.4. A cocktail reception is preliminarily expected to consist of: at least 10 different types of cold/hot appetisers and/or salads, at least 4 different types of desserts and fruit, coffee or tea, table water, juice, wine (white and/or red), and a welcome drink (e.g. sparkling wine). Food shall be served in small portions, generally in bite-sized portions.

8.2.5. It is estimated that, on average, approximately 120 guests will attend each standing reception.

8.2.6. All alcoholic and non-alcoholic beverages for the event shall be provided by the Contracting Authority.

8.3. Where required, the Service Provider shall also provide other types of catering services (for example, delivery of bite-sized appetisers to the event venue without service staff).

## **9. REQUIREMENTS FOR THE ORGANISATION AND PROVISION OF BUSINESS BREAKFASTS**

9.1. Business breakfasts shall be delivered in individual packages to the premises specified by the Contracting Authority.

9.2. A business breakfast is preliminarily expected to consist of: fresh fruit juice, at least 2 (two) different types of bread rolls (or other pastries), fresh fruit salad, yoghurt with granola, cheese, ham, bread and butter.

9.3. The requirements for the business breakfast menu are set out in Annex No. 2 to this Technical Specification, "Organisation and Provision of Business Breakfasts". The requirements set out in this Annex mean that the Service Provider must be capable of offering the specified range of food and beverages for the preparation and proposal of different menus; however, this does not mean that the menu for a particular business breakfast must include the entire range specified.

9.4. It is estimated that, on average, approximately 30 participants will attend each business breakfast.

## **10. REQUIREMENTS FOR THE ORGANISATION AND PROVISION OF COFFEE BREAKS**

10.1. Coffee breaks shall be provided at the event venue specified by the Contracting Authority.

10.2. Depending on the requirements of the Contracting Authority, a coffee break may consist of coffee, tea, water and biscuits, cakes or similar confectionery products. Service shall generally be provided on a self-service basis.

10.3. The requirements for the menu (food and beverages) for coffee breaks are set out in Annex No. 3 to this Technical Specification, "Organisation and Provision of Coffee Breaks". The requirements set out in this Annex mean that the Service Provider must be capable of offering the specified range of food and beverages for the preparation and proposal of different menus; however, this does not mean that the menu for a particular coffee break must include the entire range specified.

10.4. Where required, the Service Provider shall ensure the continuous provision of coffee, tea, water, soft drinks and snacks (a continuous coffee break) throughout the event.

10.5. For each event, the exact number of coffee breaks, including continuous coffee breaks, their menus and timing shall be agreed separately with the Contracting Authority. The number of coffee breaks during a single event shall depend on the nature of the event; it is anticipated that there may be between 1 and 4 coffee breaks per event.

10.6. It is estimated that, on average, approximately 50 participants will attend each coffee break.

## **11. OTHER CONDITIONS**

11.1. The Contracting Authority shall not be obliged to order and purchase all of the Services described in this TS in each individual case.

11.2. In all cases where services that do not form part of the subject matter of this Procurement are provided to the Contracting Authority by other service providers (for example, transport, cultural programmes, etc.), the Service Provider shall cooperate with such other service providers and ensure the uninterrupted provision of the Services.

## **12. PROCEDURE FOR THE PROVISION OF SERVICES**

12.1. Following the conclusion of the Contract with the Service Provider, an introductory meeting (or meetings) shall be organised with the kitchen (food preparation) technologist/manager and other experts involved in the provision of the Services, during which the procedure for the provision of the Services and the preparation of menus for each event shall be finalised.

12.2. It is anticipated that, approximately two months before the start of the events, preliminary menus for each standing/seated reception shall be prepared jointly by the Contracting Authority and the kitchen (food preparation) technologist/manager, based on the menu proposed by the Service Provider. The Service Provider shall enable the Contracting Authority or its authorised representative to participate in the preparation of the menu for each standing or seated reception, supervise the food preparation process and provide proposals, comments and recommendations regarding the preparation process and the final dishes. The Service Provider undertakes to take into account the comments and recommendations provided by the Contracting Authority (and its appointed experts) when preparing the final dishes for seated or standing receptions.

12.3. At the request of the Contracting Authority, the Service Provider shall organise an advance tasting of the dishes for three persons. The Contracting Authority (or its appointed representative) may provide comments, proposals and recommendations regarding the presentation of the dishes, which the Service Provider shall take into account. The dishes presented during the tasting shall be photographed. The Service Provider undertakes to ensure that the appearance of the dishes served during seated and standing receptions is identical to that of the dishes presented during the tasting and that their composition and weights do not differ. Where the Contracting Authority (or its appointed representative) provides recommendations, proposals or comments regarding the composition of the dishes presented during the tasting, the Service Provider shall take such recommendations, proposals or comments into account and organise a repeat tasting within two working days.

12.4. Detailed information regarding the Services and their scope shall be provided and further specified by the Contracting Authority separately for each planned event.

12.5. Procedure for coordinating the Services:

12.5.1. A preliminary order for the Services shall be submitted by the Contracting Authority in writing (by email) to the responsible person(s) appointed by the Service Provider.

12.5.2. The preliminary order shall specify the planned date, time and venue of the event, the expected number of participants, information regarding the catering services (type of catering, specific requirements, comments regarding the preferred menu, service preferences, information concerning guests' dietary restrictions or allergies and any other necessary information), using the order form specified in the Contract.

12.5.3. The Contracting Authority shall submit a preliminary order for a specific event no later than 15 working days before the start of each event. Upon receipt of the Contracting Authority's preliminary order for catering and event hospitality services for a specific event, the Service Provider shall immediately, but no later than on the next working day, provide the Contracting Authority by email with a signed confirmation of receipt of the preliminary order and commence coordination of the Services to be ordered with the responsible employee appointed by the Contracting Authority. The Services to be ordered shall be coordinated by email.

12.5.4. Upon receipt of the Contracting Authority's preliminary order, the Service Provider shall, no later than within 2 working days, prepare and submit by email a proposed menu, taking into account the information provided by the Contracting Authority regarding the specific event. The proposed menu shall specify the names and composition of the proposed dishes (i.e. the ingredients comprising each dish), quantities, unit rates (the unit rates specified in the proposed menu shall correspond to the applicable unit rates set out in the Contract).

12.5.5. The Contracting Authority shall coordinate and approve the menu (by email) within 2 working days after receipt of the proposal. If the Contracting Authority does not approve the proposed menu, the Service Provider shall submit alternative proposals as soon as reasonably possible until agreement is reached with the Contracting Authority on the menu that best meets its needs. In such case, the Service Provider and the Contracting Authority shall agree on the catering and event hospitality services for the event no later than within 5 working days after submission of the preliminary menu.

12.5.6. No later than 7 working days before the start of the event, the Contracting Authority shall submit the final order, specifying the number of participants and any other necessary information in accordance with the order form specified in the Contract. The Service Provider shall immediately confirm receipt of the final order by email.

12.5.7. After submitting the final order, the Contracting Authority may make only minor changes no later than 2 working days before the start of the event (in exceptional cases, due to unforeseen circumstances, no later than 1 working day before the event), for example, adjusting the number of participants by up to 15 per cent. Any clarifications and/or changes relating to the final order shall be coordinated by the responsible person appointed by the Contracting Authority with the Service Provider by email. The final proposal of the Service Provider shall be deemed to be the proposal approved by both Parties, taking into account any agreed changes.

12.5.8. The Service Provider's proposal shall be agreed with the Organisers no later than 1 working day before the start of each planned event. In exceptional cases, where the Contracting Authority makes minor changes in relation to the event, the cost estimate agreed no later than 1 working day before the event shall be supplemented and agreed immediately after the Contracting Authority notifies the Service Provider of such minor changes.

12.6. The Service Provider shall coordinate all matters arising in connection with the provision of the Services with the Organisers.

12.7. The Service Provider shall submit an invoice for the Services provided within 10 (ten) working days after completion of each order. The invoice shall provide a detailed breakdown of the price and its components for the Services provided, including the name, date, venue, number of persons, all applicable taxes, individual price components and any other information requested by the Contracting Authority. The Contracting Authority shall verify the invoice received and, provided that no discrepancies are identified, submit it for payment. The invoice shall be paid within 30 (thirty) working days. If any discrepancies are identified, the Service Provider shall correct the invoice without delay.

12.8. The Contracting Authority shall have the right to cancel orders:

12.8.1. where the value of the order is up to EUR 1,000 including VAT, no later than 24 (twenty-four) hours before the commencement of the Services;

12.8.2. where the value of the order exceeds EUR 1,000 including VAT, the order may be cancelled no later than 3 working days before the commencement of the Services. If the order is cancelled later, but at least 24 hours before the commencement of the Services, the Contracting Authority shall pay a contractual penalty equal to 30 per cent of the price of the ordered Services being cancelled. Cancellation of an order less than 24 hours before the start of the event shall not be permitted.

## GENERAL REQUIREMENTS FOR PRODUCTS

- Product safety: Food must comply with all applicable EU and national safety requirements and must be free from harmful substances, pesticide residues and microbiological contamination.
- Natural ingredients: The use of artificial flavourings, colourings or flavour enhancers is prohibited unless otherwise permitted by the Specification.
- Nutritional value: Products must retain a high nutritional value, including adequate levels of proteins, vitamins and minerals.
- Technological process: Production, processing and storage processes must be controlled and documented.

## MENU FOR SEATED AND STANDING RECEPTIONS

Menu requirements:

### 1. Cold and hot appetisers:

- 1.1. Cold fish appetiser (10 varieties; approx. 100–200 g)
- 1.2. Cold meat appetiser (15 varieties; approx. 100–200 g)
- 1.3. Cold seafood appetiser (10 varieties; approx. 80–100 g)
- 1.4. Cold cheese appetiser (6 varieties; approx. 50–100 g)
- 1.5. Salads (15 varieties; approx. 100–110 g)
- 1.6. Bite-sized sandwiches and appetisers (20 varieties; approx. 70–75 g)
- 1.7. Vegetarian cold appetisers (8 varieties; approx. 100–150 g)
- 1.8. Other cold appetisers<sup>1</sup> (10 varieties; approx. 80–150 g)
- 1.9. Hot appetisers<sup>2</sup> (various; 10 varieties; approx. 100–200 g)

### 2. Main (hot) courses:

- 2.1. Fish (10 varieties, with a side dish; approx. 350 g: fish – 150 g, side dish – 200 g)
- 2.2. Meat (beef) (8 varieties, with a side dish; approx. 350 g: meat – 150 g, side dish – 200 g)
- 2.3. Meat (poultry) (10 varieties, with a side dish; approx. 350 g: meat – 150 g, side dish – 200 g)
- 2.4. Meat (game) (3 varieties, with a side dish; approx. 350 g: meat – 150 g, side dish – 200 g)
- 2.5. Vegetarian hot dishes (5 varieties; approx. 350 g)

### 3. Desserts:

- 3.1. Desserts (10 varieties; approx. 80–200 g)
- 3.2. Bite-sized desserts (10 varieties; each portion not less than 25–50 g)
- 3.3. Other confectionery products (10 varieties; approx. 80–200 g)<sup>3</sup>

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<sup>1</sup> The Service Provider shall propose other cold and hot appetisers, other main courses and other confectionery products at its discretion, taking into account that the dishes and beverages are intended for seated and standing receptions.

<sup>2</sup> The Service Provider shall propose other cold and hot appetisers, other main courses and other confectionery products at its discretion, taking into account that the dishes and beverages are intended for seated and standing receptions.

<sup>3</sup> The Service Provider shall propose other cold and hot appetisers, other main courses and other confectionery products at its discretion, taking into account that the dishes and beverages are intended for seated and standing receptions.

## **ORGANISATION AND PROVISION OF BUSINESS BREAKFASTS**

**Breakfast menu** (5 different breakfast sets<sup>4</sup>, approx. 400 g), each of which shall include:

1. Fresh fruit juice
2. Croissants or other bakery goods (min. 2 pcs.)
3. Yoghurt
4. Fresh fruit salad
5. Bread
6. Butter
7. Cheese and/or ham

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<sup>4</sup> The Service Provider shall propose the breakfast sets at its discretion.

## **ORGANISATION AND PROVISION OF COFFEE BREAKS**

### **Requirements for the coffee break menu:**

1. Bite-sized desserts (5 varieties; each portion not less than 25–50 g)
2. Other confectionery products<sup>5</sup> (7 varieties; approx. 80–200 g)
3. Hot beverages (coffee and tea shall be served with sugar, cream and milk; these accompaniments shall be included in the price of the hot beverages):
  - 3.1. Coffee (freshly ground, 100% *Arabica*) (100 ml)
  - 3.2. Tea (tea bags, at least 3 g) (black, green, fruit and herbal teas shall be offered; fruit tea shall mean a beverage made from dried fruits, berries and/or leaves of various plants; herbal tea shall mean a beverage made from the leaves, buds, stems, roots and/or petals of various plants; herbal tea shall not contain caffeine) (150 ml).

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<sup>5</sup> The Service Provider shall propose the products at its discretion.